

Job Description

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Our vision is 'creating amazing holiday experiences to be proud of'.

Your job will be: Santa's Lapland Assistant Resort Manager – Operations

Your Manager will be: Santa's Lapland Resort Manager

What you will be doing

- Oversee the smooth and efficient running of the operational tasks, including but not limited to the Search for Santa day, airport supervision, elf sightings, driver duties and daily resort responsibilities.
- Supervision of the Santa's Lapland overseas team, including managing the expectations of the staff team and ensuring all staff members are performing their tasks to the high standard we need and expect.
- Ensure a seamless end to end complete Santa's Lapland guest experience. Every aspect of our short breaks must be delivered to a high and efficient standard to promote a positive experience with Santa's Lapland.
- Contribute to the development and innovation of existing and new ideas, constantly striving as part of the team to keep Santa's Lapland "fresh" and abreast of ever changing market trends.
- Close liaison UK Head office departments, including guest services, flight operations, and reservations as required assisting with day to day operations.
- Deliver training with the Resort Manager of the Santa's Lapland Team on the overseas training course.
- Always delivering a service with a smile to our guests to exceed their expectations in every way

What type of person are we looking for

- Detailed experience in logistical responsibilities and guest services in the tour operator industry (desirable)
- Experience managing and motivating a team to achieve results.
- Ability to solve problems
- Customer service experience; showing dedication to offer our guests the most amazing holiday experience
- Enthusiastic, lively, sociable, friendly and a team player
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours.

What's important to us: Our Company Values

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role.