

JOB DESCRIPTION

Position: Hotel Staff Administrator
Location: Within the overseas programme, as stated in your covering letter
Reports to: Hotel Line Manager

As Staff Administrator, you will work closely with the Hotel and Child Care Management teams to ensure the efficient organisation and delivery of all aspects of the team's welfare in resort. From coordinating safe and comfortable accommodation to supporting staff in times of illness or injury, you will help our Management teams to provide excellent pastoral care to our staff and follow local compliance guidelines.

Your responsibilities and duties:

Pre-season

- Attend the pre-season training course.
- Assist the Senior Management team with training the staff at the hotel training venues.
- Coordinate the signing over all Staff Accommodation from agents and owners. Prepare detailed inventories, with photographs of all rooms, including those located in the hotel.
- Complete start of season Health and Safety audits of all Staff Accommodation and submit them to the Health and Safety team and Area Management.
- Coordinate the signing over of accommodation to the team, ensuring keys are provided, key deposits taken, and agreements are signed by the team regarding the upkeep of their accommodation.
- File all start of season staff accommodation handover paperwork and send scanned copies to Area Management.
- Help to prepare welcome packs for all members of the team.
- Ensure all staff details are up to date on their personnel files
- Ensure training logs are completed by all members of the team
- Obtain all outstanding staff information for UK departments such as New Starter Checklists and P45's
- Liaise with the Warehouse to ensure all staff have the correct uniform before guest arrival
- Liaise with Resort management to ensure all details are provided for each member of the team to receive their lift pass and ski hire as swiftly as possible.
- Collate and record all staff lift pass and ski hire serial numbers
- Introduce yourself to the local medical centre
- Create a directory of contact details that can be used in the event of a crisis situation, including none emergency numbers for the local police, fire brigade, and ambulance service other Tour Operators in resort, local medical centres and hospitals, the Tourist Office, Restaurants, Hotels and Bars.
- Assist with the cleaning and preparation of the Hotel.
- Ensure that all 'Front of House' and 'Back of House' areas are well presented.
- Coordinate the signing by all team members of the Risk Assessment required by French law

During the Season

Staff Morale

- Assist the management team with the organisation and delivery of monthly team building activities

Staff Accommodation

- Complete weekly checks of all Staff Accommodation. Submit feedback to report to Hotel, Childcare and Area Management so these checks can be followed up if action needs to be taken.
- Liaise with Hotel Management and Maintenance teams to ensure repairs are undertaken in a timely manner.
- Maintain up to date logs of where all staff are accommodated
- Ensure the relevant sign over paperwork is completed for any changes of staff accommodation during the season, including the collection of keys and returning of deposits.
- Organise the preparation of accommodation for in season recruits, personally ensuring they have a clean and welcoming environment to arrive to.
- Coordinate staff accommodation movements when isolation is necessary due to contagious illness.

Staff Illness, Injury, and Insurance Support

- Organise comfortable and hygienic accommodation for ill or injured staff.
- Ensure the provision of food and drink to ill or injured staff
- Visit hospitalised staff
- Assist with the booking of, transport to, and support during medical appointments for ill or injured staff.
- Complete Staff Incident Reports and Illness log and upload to Snowball/ email to relevant departments
- Support staff in the completion of insurance claims
- Liaise with the Insurance Assistance Company as appropriate from the point of case opening to closure
- Liaise with UK departments on the progress of illness or injury where appropriate
- Follow up with local care providers to ensure all staff bills are paid in a timely manner

Compliance

- Collate rotas for all teams and enter them into timesheets
- Liaise with managers on any necessary edits at the end of the week such as days off due to illness, early finishes, or operationally necessary vital late finishes.
- Ensure all timesheets are signed by the team members and filed by property
- Scan and send timesheets to the relevant departments

Disciplinary Procedures

- Support the Management Teams in the investigations of potential disciplinary matters and note taking during hearings

Staff Replacement

- In the event of a resignation from a member of the team, ascertain reasons for leaving and liaise with management teams to determine if the team member can be retained.
- Obtain a letter of resignation, and submit it to the recruitment team and Area Management
- Liaise with UK departments and French Logistics regarding return travel to the UK
- Complete the weekly staff replacement request to submit to your Area Manager
- Coordinate the induction of new members of the team, including their clean accommodation, welcome pack, training planner, lift pass and ski hire are all provided. As at the start of season, ensure all personnel files are up to date.

Staff Development

- Ensure all staff complete the Summer and Winter Wishlists
- Send a summary of key points from each appraisal to your Area Manager

CascadeHR

- Ensure all personnel files remain up to date, with relevant documents uploaded as applicable

Resort Administration

- Assist with any other duties as requested by your Hotel Manager or other senior staff.
- Hold a weekly office hour in each Hotel in Resort so that team members can come to you for assistance.
- Attend weekly meetings

General Support

- At quieter times in your own schedule, help the teams both front and back of house with their duties. If a member of the team is ill, injured or is yet to be replaced then you will help to cover their role in the team.

End of Season

- Liaise with UK departments and French Logistics to coordinate the team's return travel
- Coordinate the deep cleaning and handing back of all staff accommodation
- Support the Management team in ensuring all staff can be signed off at the end of season with no outstanding bills in resort.
- Assist with the cleaning and closing down of the Hotel, exterior of property and staff accommodation.
- Ensure that all staff ski hire is returned



- Ensure that all company property is correctly packaged and stored.