



JOB DESCRIPTION / ROLE PROFILE

<p>JOB TITLE: Santa’s Lapland Resort Administrator</p>	<p>DATE: April 2018</p>
<p>REPORTS TO: Santa’s Lapland Assistant Resort Manager, Representatives and Administration</p>	<p>DIRECT REPORTS: 0</p>
<p>DEPARTMENT: Overseas – Santa’s Lapland</p>	<p>INCUMBENT: Seasonal Placement</p>
<p>COMPANY BACKGROUND</p> <p>Hotelplan UK, based in Godalming, which includes Inghams, Ski Total, Esprit, Santa’s Lapland, Inntravel (York), Explore (Farnborough) and Regal Dive (Ely). Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.</p>	
<p>PURPOSE STATEMENT</p> <p>As Santa’s Lapland Resort Administrator, You will take responsibility for the Santa’s Lapland Administration, ensuring all relevant duties are carried out in a timely and efficient manner, giving all departments the information needed to provide our guests with complete Lapland experience.</p> <p>This pivotal role requires a determined and enthusiastic mind-set of personal ‘ownership’ of the Santa’s Lapland administration duties; in short, an approach to all parts of the program which says “If it’s to do with Santa’s Lapland, I am responsible for getting it right.”</p> <p>The successful candidate will have a good knowledge of the Santa’s Lapland Program, the travel industry and the key attributes that make a suitable Santa’s Lapland staff member.</p>	
<p>MAIN RESPONSIBILITIES</p> <ul style="list-style-type: none"> ▪ Smooth and efficient running of Administration duties, Including but not limited to coach lists, arrival manifests, special requests and processing sales. ▪ 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. ▪ Close liaison UK Head office departments, including Guest Services, Reservations, Finance and Social media as required assisting with day to day operation. ▪ 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. 	

KEY TASKS INCLUDE -

Guest Experience

- **Liaison with Guest Services team**, to ensure that you have a full understanding of the expectations of guests in relation to the provision of the product in resort.
- **Arrival Manifests**. Export all arrival information for all relevant departments for every arrival
- **Providing accurate information**, any information that can impact the guest experience must be communicated to the correct department in a timely manner

UK Departments Communication

- **Liaison with Guest services**, in respect of any special requests, dietary requirements etc.
- **Liaison with Reservations**, with regards to any booking irregularities and queries.

Reporting

- **Proactive and engaged member of Santa's Lapland Team**, supporting the Santa's Lapland Senior Resort Administrator to drive a Positive and efficient operation of the Santa's Lapland program
- **Provide accurate and meaningful data to the Santa's Lapland Senior Resort Administrator**, related issues to support business decisions and development.

KNOWLEDGE, SKILLS & EXPERIENCE

- Strong commercial acumen, with excellent organisational and planning skills
- Goal orientated approach, and ability to drive results
- Highly numerate and detail orientated, with strong analytical skills, particularly around customer and sales data, with ability to turn information into insight
- Good communication skills
- Effective influencing skills
- Excellent Microsoft office skills
- Team-player, with ability to build and maintain strong, trusting, working relationships
- Flexible 'can do' attitude, and sense of urgency, ability to thrive in a fast paced work environment

QUALIFICATIONS & BACKGROUND

- Detailed experience in Administration
- Passionate about travel and delivering a high level of customer experience
- Background gained in small to medium-sized travel business – dynamic, rather than corporate ▪ Some familiarity with Hotelplan UK products and services would be an advantage.
- A Strong Microsoft office ability (essential) and a good understanding of internal booking systems (desirable)
- Good facilitator of cross-functional activity that requires interaction with UK Head Office, suppliers and other operational functions.
- Genuine enthusiasm for the Santa Claus story.

KEY COMPETENCIES

- Communication
- Administration skills
- Building Trust
- Flexibility

WORKING RELATIONSHIPS (internal, external, cross-functional, direct reports)

The role means *'flying the flag'* for Santa's Lapland overseas, promoting us as the UK operator of choice for holidays and employment opportunities, with the longest partnerships, best reputation, and broadest winter portfolio of any UK operator.

Key relationships include

- Overseas team
- Santa's Lapland Resort Manager
- Guest Services
- Health & Safety
- Other cross functional relationships within the business
- Externally, with colleges and other suppliers

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.