

Job Description

Job title: Kids Entertainer Level 3 Qualified (Nanny's)	Function: iDM
Reports to: Destination Manager / LETM / LETL / Service Manager	Sub Function: in Destination Management
Level / Grade: n/a	Location: In Destination
Job purpose: To ensure exceptional service is delivered to customers in destination. To work as part of the Kids Club team with a responsibility to prepare, manage and deliver sessions.	
Key accountabilities and decision ownership: <ul style="list-style-type: none"> • Deliver exceptional customer service to achieve targets in line with the SLA • Create and organise a varied activity program for children aged 3-11 years • Deliver the Kids Disco in the evening • Ensure activities are engaging, fun, creative & entertaining at all times to the customers • Guide both day and evening events as required on your own or as part of the team • Take an active role in any in-house entertainment / activity where possible • To establish a respectful relationship and communication with guests, colleagues, hotel staff, suppliers and senior team members • Prepare an inviting and up to date Kids Club notice board • To participate on behalf of the LE team in the hotel Let's Meet led by the Service Rep • Promote all commercial driven tasks and ensure cash management & liquidation procedures are followed in accordance with the company guidelines • Accurately complete Kids Club paperwork in accordance with the company guidelines • Ensure the highest quality and health & safety standards are maintained at all times • To handle complaints and resolve problems if necessary • To remain flexible at all times with regards to duties and working hours 	Skills, know-how and experience: Must have / be: <ul style="list-style-type: none"> • NVQ Level 3 in childcare (or equivalent) • Strong, credible presentation skills both verbally and written • Experience of working successfully with customers and providing a best-in-class service to them • Fluent in English & service language(s) of given market(s) • Competent with technology and experience in quickly and effectively learning new systems • Self-sufficient and independent Preferred: <ul style="list-style-type: none"> • 6 months experience of working with children • Educated to GCSE Level (or equivalent) Technical / professional qualifications: <ul style="list-style-type: none"> • Educated to GCSE Level (or equivalent) • Paediatric Red Cross/ St John Ambulance qualification
Key performance indicators: <ul style="list-style-type: none"> • Customer service, income and sales targets are met • Receives unprompted, positive customer feedback 	Direct reports: <ul style="list-style-type: none"> • None

This Job Description outlines key accountabilities – all employees are expected to be flexible regarding their accountabilities and may from time to time be asked to carry out other duties to ensure achievement of company targets