



## Job Description

### Duty Manager - Guest Relations

**Supported by:** Deputy Manager

**Hours:** 37.5 hrs per week

**Location:** Jubilee Lodge, Grange Farm, High Road, Chigwell, Essex IG7 6DP

**Annual Leave:** 23 + 8 days per annum including bank holidays

A Contributory Pension Scheme is available to all employees.

### Providing unforgettable holidays for over 50 years

Revitalise is both the UK's largest provider of respite holiday breaks, and the UK's largest residential volunteering charity. With 50 years' experience our three holiday centres now provide close to 5,000 essential breaks each year for disabled people and those who care for them.

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

### Your role

You will be the creator of incredible holiday experiences, making it your mission to give our guests the holiday they're looking for.

You will live and breathe excellent customer service, ensuring that each and every guest is supported during their stay.



You will be a master at organisation; planning and executing our exciting excursion programme, live evening entertainment and setting the standard for a strong hospitality focus.

You will work with a variety of people, from all backgrounds, who will help you to learn, grow and develop.

## Summary of key duties

1. To work with the Management team on the day to day operation of the centre.
2. To arrange and be responsible for the Guest experience during their holiday.
3. Enjoy working with and leading volunteers of all ages from a wide variety of backgrounds and cultures. .
4. Encourage guests to offer feedback on the service we offer.
5. Be committed to offering an outstanding service which is safe, caring, responsive, effective, and well led.
6. Uphold working practices within the boundaries of the Health and Safety at work act.
7. Support wider centre teams as part of a holistic approach to service delivery.

## Personal Qualities

- Reliable and enthusiastic team member
- Flexible and adaptable
- Ability to promote and secure professional standards within a holiday environment
- Good organisational skills.
- Good timekeeping.
- To be able to work with minimal supervision.
- Ability to work in a supportive and supervisory role to volunteers and staff.

## Person Specification

This position requires a professional role modelling approach, strong leadership's skills together with a supporting and coaching approach.



## Skills and Experience

- Working knowledge of Health & Social Care Act 2008 and CQC Essential Standards.
- Excellent organisational, administrative, written and verbal skills
- Demonstrable leadership and management skills
- Budget management skills
- An interest in managing Entertainment and Excursions for our guests and being involved in such.