



**Guest Service Manager On Centre  
Kingswood  
Job Description**



**Job Title:**            **Guest Service Manager On Centre (admin)**

Reports to:            Assistant Centre Manager – On Centre

Location:             Allocated Centre

Band:

Salary:

Department:         Guest Services

**Job Purpose**

To oversee the guest service team and conduct all necessary administration duties for the efficient operation of the Guest Services Department on centre and to assist the centre management team in everything required to maximise Re-bookings (Rbos) potential; dealing with all customer enquiries and concerns professionally, effectively and efficiently.

To fully support and exemplify the overall company purpose and values of – ‘Keep it Simple’; ‘Know your Stuff’; ‘Give it your all’; ‘Make it Fun’ and ‘Own it’

## Key role responsibilities and accountabilities

### Pre-visit Administration:

- To ensure invoice queries are actioned.
- To make booking amendments.
- To work with the other departments to ensure correct guest Dietary and medical info is passed on accurately.
- Process and file – Emails/Post from/to the schools.
- To handle account enquires from groups, and log all contact in the appropriate places.
- Ensure School's Information Folders are up-to-date and accurate.
- Prepare and maintain the group's synopsis for all departments as required.
- Update breakdown spreadsheet as required.

### On-centre Administration:

- Ensure numbers of guests are confirmed on arrival and any action required taken.
- Ensure Centre 'Group's-In' Information Boards are accurate.

### Post-visit Administration:

- Enter RBOS details on system

### Other:

- Complete all necessary reports in a timely and organised manner
- Maintain smooth and effective running of Guest Services Dept in GSM's absence.
- Ensure the Guest Services Dept achieve their KPI's.
- To work irregular hours as needed and at other Kingswood centre's as required.
- To ensure the Guest Service teams training is up to date
- To manage rotas for your department to ensure there is a guest service presence when required

### Safety:

- Understand and comply with the company's safeguarding policy

## Typical knowledge, skills and experience

- Attention to detail essential
- Excellent communication skills
- Good problem solving skills
- Friendly, outgoing and professional manner essential
- Ability to quickly build and uphold effective working relationships with guests and colleagues of all ages and backgrounds essential
- Experience in this or a related industry preferred
- Knowledge of Kingswood/PGL products – desirable
- A friendly & confident personality
- Ability and confidence to communicate with people at all levels
- Desire to develop Sales skills and focus on sales through excellent service
- Ability to work on own initiative
- Computer literacy in MS Word, Excel and Outlook

## Behavioural competencies

**Broad Thinker**

Evaluates the commercial and financial implications of decisions, considering the wider People and operational context. Shows evidence of clear analytical thinking. Evaluates the full implications of actions on other parts of the business. Thinks outside of the 'functional silo'. Stays up to date with customer trends, identifying opportunities and threats at an early stage.

**Honesty and Transparency**

Asks for feedback from the Organisation on how to improve. Meets the needs of internal customers, by supporting and engaging when required. Takes personal responsibility for correcting problems and demonstrates good recovery from complaints. Gives open and honest feedback at all levels even when it's difficult. Meets and exceeds internal customer expectations. Is open honest and transparent even when things go wrong.

**Innovative & Adaptive**

Challenges people to find ways of improving what is done. Asking those critical questions to challenge, 'How we do things'. Encourages and supports development of new processes and procedures. Works productively in a high pressure environment.

Welcomes change in a positive light, supporting their teams to embrace new ways of working.

**Leading & Collaborating**

Initiates action and provides others with clear direction. Challenges inappropriate or ineffective behaviour.

Works with subject experts to get the best possible solution. Takes responsibility for actions. Is self-confident and is seen as credible and a go to person by others. Welcomes new ideas and ensures everyone has a voice.

**Developing Performance**

Keeps own knowledge and skills up to date as well as that of your team through practicing continuing professional development. Delivers results through teams and people. Actively seeks to stretch capability and scope of responsibilities. Challenges and sets, 'Stretching' goals for their team, providing feedback on performance and behaviours. Addressing under performance at the first opportunity.

**Communicating**

Is sensitive to non-verbal cues, to other people's feelings and emotions, and responds with sensitivity. Communicates openly and freely with colleagues and teams to ensure that they can see the big picture. Successfully persuades and influences others.

Presents information in a way that engages and motivates the audience. Is self-aware and changes style to suit the relevant audience.

*This job description is not to be regarded as exclusive or exhaustive and does not form part of the roles contract terms. It is a summary of the Recruitment Coordinator function and responsibilities and, like all such documents, will be amended from time to time, in the light of the changing need of the Peoples Team. Prepared by The People Team December 2020.*