

Job Description – Teens Worker / Activities worker (split role)

Duration August 11th – October 13th

(11 Aug – 31 Aug Youth Worker / 1 Sept – 13 Oct Waterfront + Bikes Assistant)

Reports to Resort Manager

Location Samos, Greece

Hours Varied hours, 5.5 days a week

Job Description

To have a guest focussed approach and be willing to undertake any requests from guests at any time, remembering that even on your time off you are on duty and representing Richmond.

To take regular times of prayer or bible study in order to maintain a living and active relationship with God. To be looking to advance your journey as a Christian, wherever you feel you are at the start of your role.

To bring an open and welcoming culture for all teens, providing a space throughout the day where teens are free to explore their faith and make friendships in resort.

To move into bikes and waterfront support role, ideally with qualifications to match but not essential.

To deliver guest services in resort commensurate with training provided.

To assist the resort team to deliver excellent service, including personal contributions to activities and entertainments.

Essential Duties – Youth Work (11th Aug – 31st Aug)

- Planning an engaging and structured itinerary each week, tailored to the teen ages and numbers
- Creating and maintaining all key paperwork, from timetables to sign up sheets, consent forms and registers, risk assessments
- Playing a key part in the welcome meeting, liaising with parents, taking sign ups and communicating with absolute clarity what the offering is for the week.
- Delivering day time activities for teenagers within the agreed hours (9:30-12:30 5 days per week), making use of the brilliant resort setting. Creating a stand alone schedule that peaks teens interests for the week
- Preparing an outstanding series of evening ministry, a least two weeks worth of sessions to be signed off by the Resort Manager at the beginning of the peak season

- Delivering evening entertainments relevant to the teenaged guests on holiday at any particular time
- Paying close attention to the needs of the teenagers, ensuring all of them are involved in some way and are having an excellent holiday experience, this may involve discussion with their parents as to what they want or need
- Remaining sensitive to the wide age group of 11-17year olds and tailoring the programme accordingly
- Planning ahead for numbers and ages and troubleshooting with the Resort Manager on whether increased capacity is needed to remain in safe rations
- Working closely with the Waterfront Manager and Resort Rep to request activity slots on the waterfront and throughout resort to allow for smooth running of activities and prevent double booking
- Supporting in the afternoon all age activities as schedule by the Resort Rep
- To understand and work within our Safeguarding Policy, taking the lead in creating a safe place for the teens and using established reporting methods to raise concerns
- Any other tasks or duties assigned by the resort manager to contribute towards an excellent guest experience

Essential Duties – Waterfront + Bikes Assistant (1st Sept – 13 Oct)

- To take a lead role in the presentation and maintenance of all bikes in resort
- Take a key role in delivering guided bike rides, briefing and supporting guests on safe and fun rides around the island
- As bike lead you will dynamically risk assess the rides and change plans where needed
- Feed ideas and itineraries for bike rides into the Resort Rep and communicate clearly with guests at the beginning of each week what the bike itinerary will include.
- Ensure that guests experience, a safe, enjoyable and well organised waterfront experience
- To be the face of Richmond in how you are working, greeting on the waterfront and in leading rides and throughout resort. Reflected in your personal presentation and communication while in and around Zefiros Hotel.
- When fulfilling beach roles to work under the Waterfront and Deputy Waterfront Manager to have an entirely guest focused waterfront, serving the guest experience in valuing every guest that wants to engage in the waterfront.
- Take each key safety role of the waterfront with exceptional care and responsibility.
- Be familiar with all parts of our agreed Operating Procedures, ensure Operating Procedures are being followed, and taking responsibility for safety when working on the beach
- Become a key part of daily running of the waterfront, fulfilling beach duties and ongoing maintenance under the guidance of the Waterfront Manager.
- Partake in the evening entertainment programme on a rota system, without fail supporting in the running of celebration evening activities
- Partake in guest dinners, eating with them and socialising with them in order to create and develop an exceptionally warm and welcoming atmosphere

- Take regular times of prayer or bible study in order to maintain a living and active relationship with God. Be looking to advance your journey as a Christian, wherever you feel you are at the start of your employment with Richmond.
- Meet with the Resort Manager regularly throughout the season for one to one meetings
- Encourage, support and live in harmony with other staff members wherever possible
- Undertake any other roles or duties deemed necessary for the smooth running of the resort

Skills and Experience

- Previous experience in a customer-facing role (Essential)
- Strong communicator, calm demeanour, work well under pressure (Essential)
- Previous experience working with teens in a ministering setting (Essential)
- Experience fixing or maintaining boats and/or windsurf equipment (Desired)
- Experience using stand-up paddleboards and sit-on kayaks (Desired)
- Hard worker, evidence of 'above and beyond' mentality, desire to serve and help others (Essential)
- Professional, able to follow procedures and represent company well (Essential)

Qualifications and Certificates

- RYA Dinghy or Windsurfing Instructor qualifications (Desired)
- RYA Powerboat level 2 and RYA Safety Boat Certificate (Desired)
- International Certificate of Competence (ICC) (Desired)
- First Aid Certificate valid for duration of employment (Desired)
- Bike Guiding Qualifications (Desired)
- Current clean DBS (Essential)

To apply, please visit <http://rmhols.uk/apply> to complete the application form or get in touch for more information by email to jobs@richmond-holidays.com or call us on 020 3004 2661.