richmond

JOB DESCRIPTION

ASSISTANT LEAD REP

Samos 2027

LOCATION
Zefiros, Samos, Greece

REPORTS TO
Lead Rep

PART OF
Resort Leadership Team

SUPPORTS
Rep team (deputises as line manager in the Lead Rep's absence)

DATES OF EMPLOYMENT
Approx. May to October 2027

HOURS
Varied hours across 5.5 days per week

CLOSING DATE
5th January 2027

> **Please note:** While structured hours are in place, we expect all team members to embrace the ministry and community aspect of the role: being present with guests beyond daily duties, meaning that you will fully engage with resort life through shared meals, conversations, and fellowship with both team and guests.

JOB DESCRIPTION

The Assistant Lead Rep keeps the resort running behind the scenes and leads from the front when needed. You own the resort's core admin cycle (transfers, excursions, guest payments, the weekly schedule) and support the Lead Rep in leading the rep team. When the Lead Rep is off duty, you are in charge on land.

JOB RESPONSIBILITIES

Leadership and team support

- Deputise for the Lead Rep on their days off and in their absence, including hotel liaison and decision-making.
- Support the Lead Rep in building a healthy, united and faith-filled team culture.
- Coach and support reps day to day, making sure tasks on the weekly task list are completed to standard.
- Contribute to team prayer, worship and pastoral care alongside the Ministry Leader.

Resort admin and operations

- Complete your share of the weekly task list during rostered admin hours.
- Run the weekly transfer process: check the transfers spreadsheet, book taxis and coaches, and track flights on the day.
- Book transport and manage sign-ups for excursions.
- Draft and proof the weekly schedule, and ensure the resort board, sign-up sheets, trackers and guest communications are up to date.
- Prepare guest invoices in Square, process payments and refunds, and reconcile takings.
- Maintain resort records: health and consent forms, transport and excursion trackers, petty cash.
- Upload photos and content to guest groups and social media.
- Help with practical tasks such as resort shopping.

Guest experience

- Lead or support welcome meetings and up-front sessions with large groups, including using a microphone; lead and support activities as rostered or needed, including sunrise stretches, bike rides on mountainous terrain, walks, aqua aerobics, worship and the evening programme.
- Be a warm, visible presence with guests and respond quickly to questions and issues.
- Help the team gather guest photos, feedback and reviews, and encourage rebookings.

Compliance

- Follow and help maintain health and safety, safeguarding and risk assessment procedures; report incidents promptly.

REQUIRED SKILLS AND EXPERIENCE

ESSENTIAL

- **Leadership:** experience of supervising, coordinating or leading others, with confidence to step up and lead the team in the Lead Rep's absence.
- **Spiritual maturity:** a committed and active Christian faith and a desire to serve, with willingness to pray with and support a young team.
- **Activity leadership:** experience and ability to lead a range of physical activities, including stretches, cycling on mountainous terrain, walking and aqua aerobics.
- **Up-front confidence:** confident with large groups, leading activities and hosting meetings in a high-visibility role, including using a microphone.
- **Administration:** highly organised and accurate, with working knowledge of MS Office, and comfortable with booking systems.
- **High capacity:** manages a busy, varied workload accurately and on time.
- **People person:** warm, approachable and confident talking with guests of all ages, with customer-facing experience.
- **Team player:** reliable, flexible and supportive of others, loyal to the Lead Rep's decisions and a positive influence on team morale.
- **Resilient problem-solver:** stays positive through long days and remains calm and practical when plans change at short notice.

DESIRABLE

- **Worship:** musical ability to lead or support worship
- **Bike maintenance:** experience of basic bike checks and repairs (all members of the rep team carry out routine bike maintenance as part of the role; full training will be given where required)
- Previous overseas resort, rep or holiday experience
- Sports coaching or fitness instruction experience
- Experience with payment systems (e.g. Square)
- Mentoring or small-group leadership experience

Where applicants demonstrate ability, Richmond will provide relevant training to fill gaps (for example in aqua aerobics or bike maintenance).

QUALIFICATIONS AND CERTIFICATES

ESSENTIAL

- Aged 21 or over at the start of employment
- Full UK driving licence held for at least 3 years, with a clean record and no claims for at least the last 3 years
- International Driving Permit (available from the Post Office for a nominal fee)
- Right to work in the EU (we will assist UK passport holders in obtaining a Greek visa)

DESIRABLE

- First aid certificate (training can be provided)

PACKAGE AND BENEFITS

- All travel, accommodation and food provided
- Medical insurance
- Use of Richmond equipment in time off
- Reduced-cost excursions on days off
- Uniform
- Holiday concessions for family and friends during your employment

Richmond is a Christian organisation and there is an occupational requirement for this role that the postholder is a committed Christian (Equality Act 2010, Schedule 9). Applicants must have the right to work in the EU; we will assist UK passport holders in obtaining a Greek visa.