richmond

JOB DESCRIPTION

LEAD REP

Samos 2027

LOCATION
Zefiros Beach Hotel, Samos, Greece

REPORTS TO
Finance and Operations Manager (UK)

PART OF
Resort Leadership Team (Lead Rep, Assistant Lead Rep, Watersports Lead, Watersports Assistant Lead)

LINE MANAGES
Assistant Lead Rep and Reps, Kids and Youth Lead

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

As Lead Rep you are responsible for everything that happens on land at our Samos resort. You lead the rep team, own the relationship with the hotel and local suppliers, and make sure every part of the guest journey runs smoothly, from airport arrival to final departure. Working alongside the Watersports Centre leadership, you set the tone for the whole resort: a team that works hard, cares well for each other and makes every guest feel seen, known and loved.

JOB RESPONSIBILITIES

Leading the team and cultivating culture

- Take overall responsibility for the culture of the resort team, working with the Resort Leadership Team to build a healthy, faith-filled and united community across reps and watersports staff.
- Line manage the Assistant Lead Rep, Reps, and Kids and Youth Lead: weekly one-to-ones, clear expectations, regular feedback and support for wellbeing.
- Work alongside the Ministry Leader to lead team prayer, worship and Bible study, and to provide pastoral care to a young staff team.
- Plan and publish the rep rota, modelling exceptional time and workload management, self-accountability and healthy rhythms of rest for the whole team.
- Deliver induction and in-season training that draws out the gold in each rep and equips them to be fully confident in their role.
- Address performance or conduct concerns early, fairly and with grace, escalating to the Finance and Operations Manager where needed.

Hotel, supplier and stakeholder liaison

- Act as Richmond's primary point of contact with the Zefiros Beach Hotel team: rooming, meals, facilities, maintenance and guest feedback.
- Monitor that hotel services match what Richmond has contracted, and raise any discrepancies with the Finance and Operations Manager.
- Manage relationships with local suppliers: taxis and coach operators, excursion providers, and others.
- Communicate clearly and promptly with the UK office on bookings, guest needs and operational issues.

Resort operations

- Oversee all land-based guest operations: airport transfers, rooming, welcome meetings, excursions, biking, evening programmes and the weekly schedule.
- Plan transfers and manage delays and disruption on the day.
- Make sure the weekly schedule is drafted, proofed and communicated to guests and staff in good time.
- Step in to cover any rep role where needed, including leading activities, to keep the guest experience seamless.

Guest experience

- Be the visible face of Richmond in resort: leading welcome meetings, joining guests at meals and activities, and handling complaints promptly and professionally.
- Champion the "seen, known and loved" ethos and equip the team to share the Richmond story, encouraging rebookings and reviews.
- Monitor guest feedback each week and act on it.
- Oversee a weekly meeting with the Ministry Leaders, to hand over from the previous Ministry Leader and keep them informed of specific guest feedback and concerns.

Finance, admin and compliance

- Manage resort budgets, petty cash, guest payments (Square) and supplier payments accurately, reporting weekly to the Finance and Operations Manager.
- Implement and update health and safety, safeguarding and risk assessment procedures for all land-based activities; report incidents promptly.
- Keep accurate records: transport, excursions, guest consent and health forms, incident logs.
- Meet weekly with the Finance and Operations Manager to review operations and improve the guest journey.

REQUIRED SKILLS AND EXPERIENCE

ESSENTIAL

- **Inspiring leadership:** a proven track record of leading and developing a team with grace, authority and a lead-by-example attitude.
- **Culture builder:** able to build trust, resolve conflict and hold a team together under pressure.
- **Spiritual maturity:** a committed and active Christian faith, with confidence to lead prayer and provide pastoral care to a young team.
- **Operational excellence:** highly organised, with accurate admin, including working knowledge of MS Office.
- **High capacity:** manages a busy, varied workload accurately and on time.
- **Heart for hospitality:** significant customer-facing experience and a natural gift for making guests feel valued.
- **Resilient problem-solver:** calm and adaptable when plans change at short notice.
- **Exceptional communicator:** comfortable addressing large groups, including using a microphone, and building relationships with local partners.
- **Boundaries and self-care:** able to manage own time and workload sustainably, and model this for the team.

DESIRABLE

- **Activity leadership:** able to lead and support a range of physical activities (stretches, cycling on mountainous terrain, walking, worship); training provided to fill gaps where ability is shown.
- Previous overseas or tour operator resort experience
- Experience of safeguarding, risk assessment or health and safety management
- Mentoring or small-group leadership experience

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)
- Enhanced DBS check (arranged by Richmond)

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.