richmond

JOB DESCRIPTION

REP

Samos 2027

LOCATION
Zefiros Beach Hotel, Samos, Greece

DATES OF EMPLOYMENT
Approx. May to October 2027

CLOSING DATE
5th January 2027

REPORTS TO
Lead Rep (day-to-day support from the Assistant Lead Rep)

HOURS
Varied hours across 5.5 days per week

> **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.

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Reps are the heart of the guest experience on land. You will run activities, support guest arrivals and departures, staff the Richmond desk and get stuck in wherever the resort needs you. You will be part of a supportive team that prays together, works hard and has fun.

JOB RESPONSIBILITIES

Guest experience and activities

- Welcome guests and help with arrivals and departures, including meeting transfers at the airport.
- Lead a range of physical activities as rostered: sunrise stretches, guided bike rides on mountainous terrain, walks and aqua aerobics.
- Lead and support worship, excursions, creative and social sessions and evening games.
- Host welcome meetings and up-front sessions with large groups, including using a microphone.
- Join guests at meals and activities, building genuine relationships and making every guest feel valued.
- Share the Richmond story, encourage guest photos and reviews, and help facilitate rebooking quotes.

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.
- Keep the resort board, sign-up sheets, trackers and guest communications up to date.
- Prepare guest invoices in Square, process payments and refunds.
- Maintain resort records: health and consent forms, and transport and excursion trackers.
- Upload photos and content to guest groups and social media.
- Carry out routine bike maintenance and keep activity kit in good order (training given as necessary).
- Help with practical tasks such as resort shopping.

Team and ministry

- Take part in team prayer, worship and Bible study, and support the Ministry Leader's programme.
- Support teammates, communicate openly and follow the rota and reasonable instructions from the Lead Rep and Assistant Lead Rep.

Safety and compliance

- Follow all health and safety, safeguarding and risk assessment procedures, and report incidents or concerns promptly.

REQUIRED SKILLS AND EXPERIENCE

ESSENTIAL

- **Faith:** a committed and active Christian faith and a desire to serve.
- **Activity leadership:** experience and ability to lead a range of physical activities, including stretches, cycling on mountainous terrain, walking and aqua aerobics.
- **Worship:** musical ability to lead or support worship.
- **Up-front confidence:** confident with large groups, leading activities and hosting meetings in a high-visibility role, including using a microphone.
- **Administration:** demonstrable admin skill, including working knowledge of MS Office.
- **Organised and high capacity:** manages a busy, varied workload accurately and on time.
- **People person:** warm, approachable and confident talking with guests of all ages.
- **Team player:** reliable, flexible and supportive of others.
- **Resilient:** able to stay positive through long days and changing plans.

DESIRABLE

- **Bike maintenance:** experience of basic bike checks and repairs (all Reps carry out routine bike maintenance as part of the role; full training will be given where required).
- Customer service or hospitality experience.
- Sports coaching or fitness instruction experience.
- Full UK driving licence meeting our insurer's minimum (aged 21+, held 3+ years, clean for 3+ years)

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 18 or over at the start of employment
- Right to work in the EU (we will assist UK passport holders in obtaining a Greek visa)

DESIRABLE

- To drive resort vehicles: aged 21 or over, full UK driving licence held for at least 3 years, clean record for at least the last 3 years, plus an International Driving Permit (insurer minimum)
- 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.