



## **Role Description – Guest Services Assistant**

### **Responsible to:**

- Head of Bookings and Guest Services

**Role Summary:** Responsible for delivering outstanding guest care to day visitors, special guests and VIP's during the Jamboree.

### **Responsible for:**

- Support the Head of Bookings and Guest Services to run and manage the onsite helpdesk and main information point
- Support the Head of Bookings and Guest Services to ensure a smooth running of day visitor, special guests and VIPs arrivals and departures
- Support the Head of Bookings and Guest Services and Head of Health and Safety with emergency desk and deal with anything that comes in efficiently, confidentially and professionally
- Capturing and recording details of the day visitors, special guests and VIPs onsite
- Greeting all visitors politely and assist them with their needs
- Dealing with enquiring from day visitor, special guests and VIPs
- Respond to guest feedback and ensure the relevant follow up actions are taken
- Supporting with specific event administration duties including ensuring 'helpdesk' is secure, always attended and clean tidy and creates a good first impression
- Maintain a full working knowledge of the site including sub camps, daily programme, facilities and so on

### **Person Specification:**

#### **Essential**

- Experience in client facing roles
- Highly professional, well spoken, organised and confident
- Ability to professionally and timely respond to queries
- Ability to communicate well with people of all ages
- Excellent written and verbal communication skills
- Good interpersonal skills
- Have a sense of humour
- Good proficiency of Microsoft Office
- Have the ability to attend evening and weekend meetings and activities

#### **Desirable**

- Previous Jamboree or similar size event experience

**Membership Requirement:** A member of the Scout or Guiding associations and hold a current Scouting or Guiding DBS which is valid until the end of AJ2020.