



Role Profile & Person Specification

Description:

Job Title: KidsWORLD Representative

Department / Business Area: Overseas

Location: Overseas

Overview of Main Responsibilities and Duties:

- Create and organize a varied activity program for children aged between 5 - 11 years of age.
- Prepare an inviting KidsWORLD information book and notice board, which is up to date and professional. Including all crèche information.
- Create a clubroom, which creates a friendly, childlike atmosphere.
- Sterilize all equipment a minimum of once per week.
- Participating in regular Welcome Introductions in conjunction with the Overseas Representative. Professionally giving valuable information to all Families
- Creating a fun and innovative environment within all club sessions
- Deliver exceptional customer service in order to achieve service and CSQ targets in line with the KidsWORLD Service Level Agreement
- Actively sell KidsWORLD merchandise to maximize sales
- Actively monitor health/safety and quality standards within the clubs
- Accurately complete weekly/fortnightly KidsWORLD paperwork in accordance with the company guidelines and the resort deadlines
- Secure company money by ensuring that cash handling procedures are adhered to in accordance with the company's asset security guidelines
- Financially reconcile/liquidate all merchandise income providing accurate paperwork
- Take an active role in any in-house entertainment/ activity where possible
- Establish a friendly, respectful relationship with all hotel staff and suppliers
- Guide both day and night events as required
- Professionally and efficiently accompany customers to and from the airport.

People Skills

- Must have excellent communication skills with children
- The ability to work as part of a team.
- The ability to listen and respond sympathetically to both children's and grown ups requests/needs.
- An enthusiastic positive personality
- Must be patience and be able to handle children.

Decision Making Skills

- The initiative to escalate problems and incidents to the destination management.
- The ability to resolve problems and act professionally.
- Ability to adapt activities to suit the needs of all children

Development Skills

- A willingness to learn and participate in any given training.

Person Specification ;

Presentation:

Essential:

- Smart appearance
- Good communication skills.

Education and Qualifications:

Essential:

- Educated to GCSE Level (or equivalent).

Desirable:

- NVQ/First Aid

Experience and Track Records:

Essential:

- 6 months experience of working with children

Personal Qualities:

Essential:

- Self-motivated.
- Ability to solve problems.
- Flexible.
- Dedicated.

A key requirement of all Overseas staff is to be 100% flexible. We operate to over 70 gateways around the world and new staff will be placed once recruited.