

Activities Coordinator

A Fantastic opportunity has arisen to work at Bovey Castle Hotel. Set in majestic surroundings including a championship Golf course, Bovey Castle offers the chance to work with an exceptional team and develop a 5 star career.

As Activities Co-ordinator you will lead various activities both on and off the estate. You will plan, price and undertake all administrative duties associated with the department to maximise revenue and the growth of the Activities department.

The ideal candidate will be personable, a good communicator, able to deal with large groups of adults and children, have fantastic customer service / coaching skills and have a passion for activities for our customers to experience the Great Outdoors. Specialisms in a particular field such as archery, fly fishing or other activities are desirable but not essential. You will be flexible and adaptable in your approach as during quiet times you will be required to assist in our other estate departments including gardens, maintenance and green keeping

In return you will receive an annual salary of £14 – 14.5k pro rata depending on experience as well as other fantastic benefits including shared service charge, gratuities, free use of facilities including Championship Golf course, meals whilst on duty and huge discounted rates for friends and family.

To apply for this position or to find out more information please email your CV and a covering letter to sirvin@boveycastle.com .

**As this position involves working with children the successful candidate will need to pass a CRB check*





JOB DESCRIPTION

Job Title:	Activities Co-ordinator
Hotel:	Bovey Castle
Department:	Activities
Responsible to:	Activities Manager
Scope and Purpose:	To consistently achieve the service and product delivery standards for the department with a high degree of customer care and service at all times.

KEY RESPONSIBILITIES

1. To report for duty in good time, clean and tidy and wearing the correct outfit.
2. To strive to anticipate customer needs wherever possible and react to these to enhance customer satisfaction.
3. To provide all customers with a professional, helpful and friendly service at all times. To promote an attitude of caring and co-operation from all staff.
4. To treat all internal and external customers in a polite and courteous manner at all times. To give full co-operation to any customer requiring assistance in a prompt, caring and helpful manner. To be flexible in assisting around different areas of the hotel in response to business and customer needs and carry out reasonable requests.
5. To perform all tasks to a consistent standard as detailed within the Department and to operate within Hotel Key Standards.
6. To attend daily / weekly briefing sessions and hotel / departmental meetings when required.

7. To take responsibility for own personal development by attending training sessions and meetings when required and to operate in line with the training or information received.
8. To achieve action points arising out of appraisal and job chats.
9. To demonstrate a pride in workplace and a high level of commitment.
10. To assist the Activities Manager in maintaining regular and effective communication within the team and attend hotel meetings when required.
11. To report all maintenance requirements and hazards in the work place to the Maintenance Team.
12. To comply with statutory and legal requirements for fire, health and safety, hygiene, licensing and employment.
13. To adhere to hotel rules at all times.

Main Duties

1. Lead activities for guests on site.
2. Co-ordinate, book and ensure revenue is processed for Bovey Castle Activities
3. Ensuring security is adhere to following procedures for key handling and gun safety reporting any discrepancies to the Activities Manager or Hotel Manager.
4. To maintain a good knowledge of local information to provide to guests.
5. To ensure standards are kept at all times.
6. To think of new activity ideas and implement to continually grow the activities department.