

Job Description

Post:	Spring Harvest Holidays Guest Services Administrator (part-time)
Responsible To:	Managing Director, Spring Harvest Holidays
Team:	Spring Harvest Holidays

Main purpose of the job

To support the Guest Services team in providing a tour operator service, liaising with enquirers, fulfilling holiday bookings and travel arrangements, maintaining high levels of guest satisfaction and contributing to the delivery of budgeted sales targets.

To assist the UK-based Managing Director of Spring Harvest Holidays with administrative tasks associated with delivering holidays at Le Pas Opton.

Key Responsibilities

Guest Services

- Contribute to growth of occupancy levels at Le Pas Opton by providing high standards of guest service.
- Handle emails and phone calls with efficiency and professionalism.
- Monitor and respond to SHH social media posts.
- Find solutions for enquirers that will lead to firm holiday bookings.
- Process holiday and ferry bookings and subsequent amendments.
- Liaise with ferry companies to resolve specific queries or make amendments.
- Reconcile ferry information against individual guest bookings and invoices.
- Liaise with the team at LPO over specific guest requirements.
- Reconcile balance payments against bookings and chase guests for outstanding balances.
- Manage a wait list of guests and follow through to secure new bookings when cancellations are made.
- Handle advance holiday bookings ahead of launch date for the following season.

Administrative Support

- Provide administrative support to the Managing Director of Spring Harvest Holidays
- Liaise with the Managing Director over invitations to speakers, worship leaders, pastoral team and other groups contributing to the programme, issuing contractual arrangements, booking accommodation, making travel arrangements, processing travel claims and handling all general communications.
- Update SHH website with speaker bios and photos etc., as required
- Liaise with coach company to book coach and manage schedule of passengers for Houseparty week.
- Attend fortnightly online meetings with Le Pas Opton team to maintain good working relationships and communication
- Assist with other administrative tasks, as required.

Relationships

- Serve as an ambassador for Essential Christian and Spring Harvest Holidays, talking positively about our vision and purposes as a Christian organisation.
- Build rapport with guests and team members, maintaining our good reputation for excellent customer service.
- Attend regular team meetings as required, including with the Managing Director, Customer Service, Marketing and Le Pas Opton teams.
- Maintain positive working relationships with the LPO leadership team with regular touch-points to ensure good communication.
- Maintain professional standards in relationships within the workplace, always seeking to speak positively and build others up with words of encouragement.

Involvement with the wider team

- Meet with the wider staff team each week to share in a time of reflection from the Bible and to pray together for the work of Essential Christian
- Attend monthly staff meetings to make sure we communicate well as a team and to keep us on track with the Christian vision and purposes of Essential Christian
- Use the teaching of the Bible as the standard for healthy relationships at work, always seeking to speak positively and build others up with words of encouragement
- Respect biblical principles of leadership and service
- Participate in occasional staff away days to focus on the Christian vision for our work and to help maintain our culture as a team

Occupational Requirement

This role holds an occupational requirement under the Equality Act for the post-holder to be a practising and committed Christian, seeking to grow in their discipleship, and an active and regular worshipping member of a Christian church. The post-holder will be committed to the core values of Essential Christian and have an awareness of the Christian constituencies we seek to serve. Given the Christian ethos of Essential Christian, and the nature and context of this role, continued employment is dependent on adherence to the Evangelical Alliance Basis of Faith, working consistently within Essential Christian's Ethos Statement, and life being led in accordance with the teaching of the Bible.

Working at Events

Working for an event organisation means serving on the staff team at Spring Harvest and occasionally at other events throughout the year. This may involve leadership of volunteer event teams and public-facing duties, representing our Christian ethos and serving as an ambassador for Essential Christian. Additional working hours will be required when preparing for and working away at events, including some weekends.

Our Culture

Calling & Vision

Our small staff team of innovative and dedicated individuals are passionate about seeing lives transformed by Jesus through music, content and events that change lives.

Prayer

Prayer is where everything begins at Essential Christian. We recognise our need for God in all that we do, we pray for Him to lead and guide us in our vision-casting and decision-making and we remember to give thanks when we see Him answer our prayers.

Character

As Christians, we follow Biblical principles of leadership and service, and we look to the character of Jesus as the example for our lives. We don't get everything right, because we're human, but we do show grace and patience with one another. We strive in everything that we do to be transparent, to speak positively and to build others up with words of encouragement.

Professionalism

We pride ourselves on working to professional standards, using key performance indicators to bring value to the ministry, growth to revenue and personal development to members of our team.

How to Apply

Please complete an application form which can be downloaded from www.essentialchristian.org/careers.

Your application should be emailed to recruitment@essentialchristian.org by Wednesday 6th November 2024.

Interviews will take place in Uckfield on Wednesday 13th November 2024

Person Specification

Character:	<ul style="list-style-type: none"> • Enthusiastic • Cheerful • Professional • Patient • Self-motivated • Team Player • Empathetic • Gifted at building relationships
Competency:	<ul style="list-style-type: none"> • Strong admin skills • Customer focussed • Confident and eloquent communicator • Good attention to detail • Solutions-orientated • Proficient in use of MS Word & Excel • Background in Administration • Efficient and diligent
Eligibility:	<ul style="list-style-type: none"> • Fluent in English • Committed and practising Christian • Living within 90-minute commute of Uckfield
Desirable:	<ul style="list-style-type: none"> • French language skills – verbal and written • Experience of Le Pas Opton as a guest or team member • Experience of travel industry

Terms & Conditions of Employment

Location:	Uckfield, East Sussex. TN22 1QG
Contract:	Part-time, permanent
Working Hours:	20-25 per week to be worked 4-5 hours per day, Monday to Friday. Additional hours required when working away at events or at Le Pas Opton.
Hybrid Working:	Minimum of 3 days per week in the office with 2 days per week home-working Working away at events or at Le Pas Opton, as required.
Lieu Time:	Rest & recovery days given in lieu of weekends spent working at events
Salary:	£25,000 per annum, pro rata (£15,625 per annum for 25 hour per week contract)
Pension:	Employer's contribution: 4% of salary Employee's contribution: 4% of salary
Benefits:	Group Life Assurance
Holidays:	28 days per annum, including Bank Holidays
Probationary Period:	6 months, with interim reviews at 1 month and 3 months
Notice Period:	1 week, increasing to 1 month on completion of probationary period
References:	Employment will be subject to satisfactory references being obtained
Strengthsfinder:	As part of our on-boarding process, the successful candidate will be required to participate in a Strengthsfinder profile survey.

What our Staff Say about working for Essential Christian

It's inspiring to work amongst colleagues whose Christian belief is the motivation for what they do and a model for the way in which they serve. Here's what some of our team say....

"I get a buzz out of the responsibility and teamwork with committed professionals who share my passion for excellence. The regular celebration of achievements and birthdays, the interest in each person's wellbeing, and the sense of family makes this a brilliant organisation to work for."

"I love working for EC because it gives me a chance to help others grow through their experiences of God and His church".

"There really is an incredible culture within EC which helps bring out your individual potential, refines your skills and enables you to grow on all levels, including spiritually."