



OFFICE ADMINISTRATOR

A flexible or full-time role, working primarily within the Guest Relations team.

The job is established to handle the documentation and administration aspects of the Guest Relations department, offering support to the staff within the department and ensuring that guest letters are dealt with promptly and efficiently.

Key responsibilities include:-

- Assist with incoming post & emails, logging all correspondence received on database, sending acknowledgements, scanning letters into system and emailing out to appropriate overseas resort staff for their report/response.
- Assist with the information flow to/from overseas staff, inc. checking responses received to information requests, chasing them if not received, and collating reports and info with original letter to pass full 'bundle' to GR team.
- Assist with the collating and filing of guest questionnaires for ease of reference, and co-ordinate prompt data input into the database.

The post is based in the company's Fleet office. During the winter season (Dec – May), the post is full time and flexibility could be offered during the rest of the year. It is non-pensionable (but with the option of joining the company sponsored personal pension scheme) with the occasional possibility of evening or weekend working or short detachments overseas. Flexibility is required, including any other duties that may be deemed necessary to meet the needs of the company when they arise.