

## Taleo Role Profile & Person Specification

### Description:

**Job Title:** KidsWORLD Representative

**Department / Business Area:** Overseas

**Location:** Overseas

#### **Overview of Main Responsibilities and Duties:**

- To create and organize a varied activity program for children aged between 3 - 11 years of age.
- To organize and set up fully, the KidsWORLD crèche suitable for all babies aged 6 months – 2 years and 11 months inclusive.
- To prepare an inviting KidsWORLD information book and notice board which is up to date and professional. Including all crèche information.
- To create a clubroom which creates a friendly, childlike atmosphere.
- To 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
- To deliver exceptional customer service in order to achieve service and CSQ targets in line with the KidsWORLD Service Level Agreement
- To actively sell KidsWORLD merchandise to maximize sales
- To actively monitor health/safety and quality standards within the clubs
- To accurately complete weekly/fortnightly KidsWORLD paperwork in accordance with the company guidelines and the resort deadlines
- To secure company money by ensuring that cash handling procedures are adhered to in accordance with the company's asset security guidelines
- To financially reconcile/liquidate all merchandise income providing accurate paperwork
- To take an active role in any in-house entertainment/ activity where possible
- To establish a friendly, respectful relationship with all hotel staff and suppliers
- To guide both day and night Events as required
- To 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 patient 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**

- Smart appearance.
- Good communication skills

### **Person Specification ;**

#### **Presentation:**

##### **Essential:**

- Educated to GCSE Level (or equivalent).
- A child care qualification of NVQ Level 3 or be studying towards this and be qualified by April 2010

##### **Desirable:**

- NVQ/First Aid

#### **Education and Qualifications:**

##### **Essential:**

- Educated to GCSE Level (or equivalent).

##### **Desirable:**

- A basic knowledge of a foreign language.
- A formal qualification in Travel and Tourism.

#### **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 Destinations around the world and new staff will be placed once recruited.**