

ROLE DESCRIPTION

VISITORS + HOSPITALITY MANAGER



Role:

To assist with the welcome and hospitality for invited guests and general visitors at Peak 2020

This position will be advertised, interviewed for and appointed in line with Peak 2020 policy

The appointee will be directly responsible to the Administration and Staff Services Director

Two (three) additional support staff may be appointed to assist with this role along with a hospitality and young ambassadors team and a visitors welcome team

Responsibilities:

1. To collate and issue invites for all specifically invited guests including: dignitaries, supporters, corporate and Scout and Guide Association regional and national officers.
2. To assist with the provision of refreshments, information and appropriate tours of the site.
3. To appoint and support a team of young ambassadors to direct and accompany visitors around the site
4. To liaise with the Safety and transport teams regarding arrival and departure of guests.
5. To consider a "meet and greet" team for the gate which may also be part of Central Reception Team.
6. To ensure that all expenses claimed are within the Administration/Staff Services Budget
7. To assist with recruiting, appointing and support of 2 additional staff to lead Hospitality Teams
8. Ensure that all team members have completed mandatory Safety training and that appropriate Risk Assessments are provided.

This role may be adapted as the needs of Peak 2020 visitors evolve over the next two years.