



MYH – PA to General Manager/Front of House Team Leader
Application pack

PA to General Manager/Front of House team leader

Mylor Yacht Harbour is a privately owned marina, boatyard and provider of self-catering holiday accommodation based at the mouth of Mylor Creek in the area of outstanding natural beauty that makes up the Carrick Roads.

We now have a rare opportunity for a talented and committed individual to join us, working closely with and supporting our management team.

The PA to the General Manager/front of house team leader will be the central point of all contact with our customers, leading our administrative and front of house staff, including our site cleaning team, and will ensure that the quality standards we are famous for are upheld through personal contact with customers, to brand, presentation of our facilities and ongoing customer care.

The successful applicant will have experience in a hands-on marketing and customer service role, and preferably within the marine industry. Given the nature of our services, attention to detail and the drive to succeed are essential.

For the right candidate, there is future potential for the role to develop into becoming a member of the Mylor Yacht Harbour Management Team.

Mylor Yacht Harbour is an employer of choice, and the pay, benefits and conditions will reflect this.

Please see the documents below for the job description and person specification.

Application process

If you would like to be considered to join the team, please apply using the Mylor Yacht Harbour application form (available on www.mylor.com), or your current CV, and send to us with a covering letter addressed to:

Jonathan Fielding
Mylor Yacht Harbour
Falmouth
Cornwall
TR11 5UF

Or by email to: enquiries@mylor.com

The closing date for applications is Thursday 22nd May 2008.



JOB DESCRIPTION

Name:

Job title: PA to General Manager/Front of House Team Leader

Responsible to: General Manager

Responsible for: Receptionist & Credit Controller, Services Administrator, Harbour Administrator, Cleaning supervisor, Site cleaners (x 2), Harbour office reception – weekend cover

Summary of duties:

To lead the front of house team at Mylor Yacht Harbour, responsible for our brand and the quality that it represents, supporting the Management team across the marina, services and holiday accommodation areas of the business, and to deputise for and support the General Manager in the account management of our boat project clients.



Responsibilities include:

- To lead the front of house team made up of our Receptionist and Credit Controller, Harbour administrator and Services Administrator.
- To carry out PA duties for, and deputise for the Management Team and General Manager and in particular to assist him in the account management of our yacht project clients.
- To manage our team of site cleaners made up of our Cleaning supervisor and two site cleaners, and additional contracted staff as required.
- To oversee the administration of our accommodation units and care of our guests, and to put together and deliver on annual budgets for the holiday accommodation and work with the General Manager to improve added value and occupancy in this area of the business.
- To work with the Marina Manager to ensure that all marina administration requirements are dealt with by the front of house team and to put together and deliver training for this work to be carried out as required.
- To work with the Services Manager to ensure that all services administration requirements are dealt with by the front of house team and to put together and deliver training for this work to be carried out as required.
- To work with the General Manager, owner of the Harbour and other staff as required to put together a marketing policy for the harbour, then, working with the Management Team, produce and deliver on annual marketing plans and budgets across all areas of the harbour, including the holiday accommodation.
- To oversee the quality and management of all data entered onto the company database – Pacsoft MMS – including ensuring that data protection policies are in place and adhered to.
- To work with external agencies where required and produce our annual promotional brochures, price lists and other marketing material in keeping with the Harbour brand as required.
- Any other duties reasonably required to ensure the smooth running of Mylor Yacht Harbour.

Signature of applicant:

Signature of manager:

Date:



PA to General Manager/Front of House Team Leader – Person specification

Essential

- Highly organised
- Excellent customer service skills
- Attention to detail
- Knowledge of the marine industry and/or yachts and their care
- Ability to work on your own initiative and as part of a team, and to work with colleagues at all levels within the business
- Highly discreet
- Ability to remain calm in a pressured environment
- Marketing experience
- Typing 60 wpm+
- Computer literate (Microsoft Windows essential)

Desirable

- Experience in the marine industry
- Experience/knowledge of Pacsoft MMS an advantage
- Experience of working in the holiday letting industry
- Sense of humour would be useful