

**DEPUTY WORLD CENTRE MANAGER:  
GUEST SERVICES  
Pax Lodge, Hampstead, London**

**Job Description**

One of four World Centres, Pax Lodge is an international gathering place for members and families of the World Association of Girl Guides and Girl Scouts. We offer accommodation, international volunteering programmes and employment opportunities, and a wide range of activities.

**Reporting to:** World Centre Manager

**Responsible for:** 2 x Guest Services Coordinators  
2 x Guest Services Volunteers  
Housekeeper

**Main Purpose:**

- To be responsible for Guest Services, front desk and all office operations, including guest arrival and departure procedures, the on site retail shop and housekeeping.
- To manage Health & Safety issues in and around Pax Lodge
- To deputise for the World Centre Manager in her absence

**MAIN DUTIES AND RESPONSIBILITIES**

**Management:**

- Along with the World Centre Manager and Deputy World Centre Manager: Programme, to be an active and participative member of the Pax Lodge Leadership team, meeting regularly and ensuring that Pax Lodge meets its strategic and operational goals.

- To line manage the Guest Services Coordinators, Guest Services Volunteers and Housekeeper, holding regular team meetings and individual meetings to set objectives, measure and review progress against targets and to build an effective and mutually supportive team.
- To work with the World Centre Manager and HR Director of WAGGGS to recruit for the Guest Services Coordinators, Guest Services Volunteers and Housekeeper positions, and any other positions as required.
- To deputise for the World Centre Manager as necessary, managing all staff and volunteers and ensuring all areas of Pax Lodge are running smoothly and to target.
- To attend the annual Pax Lodge Team Meeting, reporting fully on guest services and administration, the retail shop and housekeeping functions.
- To prepare a detailed quarterly and annual report for the World Centre Manager and Pax Lodge Team.

### **Administration:**

#### **Office**

- To oversee the training for the Guest Services Coordinators and Guest Services Volunteers in all office procedures to ensure that the front office runs smoothly and efficiently at all times.
- To ensure all staff are trained in shop and office procedures to enable them to cover if required, including the safe use of computers and other office machinery.
- To collate and present all relevant data (numerical and narrative) relating to guests, as required by the World Bureau for the Performance Indicators.
- To ensure the Pax Lodge annual and three year diaries are maintained and developed as necessary.
- To ensure the provision of adequate levels of stationery and postage at all times and maintain stock control systems ordering supplies as necessary and checking incoming deliveries against invoices.
- Ensure that documentation is archived as necessary and/or destroyed in a timely and safe manner in accordance with guidelines and regulations.

#### **Booking Procedures**

- To liaise with potential long term residents, provide necessary information to them, preparing contracts for signature by the World Centre Manager and ensuring preparation of monthly billing.
- To respond to enquiries regarding the Conference room, making and managing bookings and liaising with catering staff regarding requirements.

- To liaise with World Bureau staff regarding needs for meeting rooms and training events, and to work with World Bureau staff on any requirements.
- To liaise with the World Bureau staff regarding the annual World Board meeting and to manage requirements as necessary.
- Liaise regularly with the Deputy World Centre Manager: Programme, regarding bookings and collection of event fees, ensuring accommodation and other needs are met.

### **Finance**

- To complete monthly reports and fulfil all other conditions of the agreement with the World Bureau Finance Department.
- To be responsible for ensuring adequate levels of petty cash at all times and for ensuring cash receipts balance.

### **Retail Shop:**

- To manage all aspects of the on site retail shop, including existing stock, making purchases, managing the stock take process and reconciling on a quarterly basis.
- To create new lines for the shop and to ensure that old stock is rotated regularly.

### **IT Systems:**

- To be responsible for network supervision and all aspects of IT at Pax Lodge.
- To ensure all faults in computers and office machinery are reported promptly to the appropriate contractor.

### **Housekeeping:**

- To supervise the housekeeper to ensure highest standards of cleanliness and customer service.
- To monitor levels of sundry household items and in conjunction with the Housekeeper purchase new items when required.

### **Health & Safety:**

- To manage the annual risk assessment, fire risk assessment and manual handling risk assessment at Pax Lodge engaging all other staff and volunteers in the process.
- To hold regular fire evacuation drills, as required by the relevant regulations.

- To keep up to date with all current regulations in respect of Health and Safety and ensure that all requirements are met.
- To train all staff and volunteers in matters regarding Health and Safety, ensuring that they complete their online courses and issue certificates accordingly.
- To manage the first aid supplies, ensuring that enough stock is held on site at all times.

**Other:**

- Take a full role in staff rotas providing early morning and night cover in relation to all building security measures, emergency needs, taking and passing on telephone messages, responding to guests needs as requested and ensuring appropriate access to the safe as required.
- In order to meet the needs of Pax Lodge the specific requirements of this position may develop and the post holder is expected to undertake any other duties, which may be required.

# DEPUTY WORLD CENTRE MANAGER: GUEST SERVICES

## Pax Lodge, Hampstead, London

### Person Specification

World Bureau, Olave Centre,  
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 www.wagggsworld.org

Skill/Knowledge/ Experience	Details	How measured.	Essential/ Desirable
<b>Education</b>	A good general education.	Application	Essential
<b>Knowledge</b>	An understanding and appreciation of diverse cultures and backgrounds Fluent in English – written and verbal Knowledge of other languages Computer knowledge, experience of Word, Excel and Outlook Computer knowledge, experience of Powerpoint, databases Understanding of the principles of health and safety in the work environment An understanding of Girl Guides/Girl Scouts movement	Interview Application/interview Interview Application Application  Application/interview Application/interview	Desirable Essential Desirable Essential Desirable  Essential Desirable
<b>Experience</b>	Experience of working in an office Experience of working in a residential setting Experience of working in the hospitality/catering industry Experience in Health & Safety matters Experience of managing/supervising others Experience of training others	Application/interview Application/interview Application/interview Application/interview Application/interview Application/interview	Essential Desirable Desirable Desirable Essential Essential
<b>Skills</b>	Proven and sound all round administrative skills Sensitive to the needs of young adults. Ability to communicate effectively at all levels Excellent interpersonal skills, face to face, telephone and email Ability to work under pressure and react quickly and calmly during difficult situations. Ability to cope with constantly changing priorities Proven time management skills.	Application/interview Interview Interview Application/interview  Application/interview Interview Interview	Essential Essential Essential Essential  Essential Essential Essential
<b>Others</b>	First Aid Qualification	Application/interview	Desirable

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**Terms and Conditions**

**Hours of Work**

The World Centre staff team work on a rota schedule, which covers day, evenings, nights and weekends. WAGGGS does not pay for overtime worked; instead compensatory leave may be earned.

**Type of Contract**

This is a fixed term contract position for two years, with the possibility for renewal.

**Salary**

From £XX,XXX per annum, plus on site board and lodging.

**Accommodation and Subsistence**

The post is residential and residence is a condition of employment. Furnished accommodation and meals are provided. No contribution from staff towards costs of accommodation and subsistence is required.

**Annual Leave**

20 days leave per annum.

**Group Life Scheme**

Immediate membership of scheme which provides insurance cover of four times annual salary in the event of death in service.

**Pension**

Group Stakeholder Pension Plan: Employer's contribution of 8%, employee's contribution of 5%. Employees will be eligible for employer's contribution on successful completion of probation period. Employees can make personal contributions, deducted from pay, to the scheme from day one irrespective of whether they qualify for the employer contribution.

**Uniform**

Uniform must be worn when on duty. A uniform allowance is provided.

**Relocation**

Assistance with relocation is provided.

