

# Walking Leader Services Executive



## Job Description

**Status:** Full time

**Hours:** 37.5hrs per week

**Location:** Penrith, Cumbria

**Contract terms:** Permanent

**Reporting to:** Walking Leader Services Manager



## Description:

The Leader Services Executives work together with the Leader Services Manager to support and manage over 700 active walking leaders. The post holder is responsible for representing leaders and working with other HF Holidays staff and leaders to provide the information, communication and support to ensure that the most appropriate and best leaders are appointed to lead holidays.

Responsible for:

- Being first point of contact by phone, email and letter for a section of the leader panel (approx 275 leaders) and paid Seasonal Walk Leaders.
- Appoint leaders to current criteria to meet the needs of holiday products and the leader panel.
- Administer a regular review of leader teams appointed to upcoming holidays with other team members.
- Manage leader vacancies, find replacement leaders at short notice, send despatches and liaise with house managers, co-ordinators and London administration.
- Manage probationary leaders from initial contact after recruitment, including the appointment, information, performance and probationary status.
- Review Leader Report Forms and leader feedback, identify and act on any issues which arise.
- Liaise with Hotel Operations and House Managers to ensure the support and resources available for leaders at houses are fit for purpose.
- Maintain accurate records of holidays and appointed leaders.
- Maintain appropriate records of communications with leaders so that recurrent problems can be identified. Deal sensitively with complaints from guests, co-leaders or house managers in relation to a specific leader. Record and monitor complaints and follow up if necessary. Manage the dismissal of a leader where conduct is unacceptable or inappropriate.
- Attend and assist with the running of leader recruitment, conferences, training and assessment courses.
- Provide leader support, recognition and reward to sustain the commitment and enjoyment of leaders across the panel.
- Deal with leader complaints and dismissals sensitively and fairly and maintain appropriate records. Counsel leaders without jeopardizing their relationship with the organisation.

- Use HF Holidays' website, leader intranet and communication materials to communicate effectively with leaders. Provide material and content to keep leaders up to date and informed regarding HF Holidays expectations of them.
- Cover absence of other Walking Services Executives.
- Working closely with other departments and members of the Walking Leader Operations Team to communicate effectively and deliver team responsibilities.
- Any other tasks as required.