

SUPPORT TEAM MANAGER

CONTRACT	08 June to 31 July 2020 Temporary paid working contract, 100%
LOCATION	CH-1824 Caux
PURPOSE	Head of Service coordinating all reception desk services at the Caux Conference and Seminar Centre during the Caux Forum.
REPORTS TO	Reception Manager, Head of Department

Established in 1946, Initiatives of Change Switzerland organizes and coordinates the Caux Forum, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

AREAS OF RESPONSIBILITY

The Support Team Manager provides support and assistance in cultivating an atmosphere of care, service and community within all hospitality services, based on the core values of respect for human dignity, truth, solidarity and care. Moreover she/he is leading the Support Team and delivering training to the Heads of Service Juniors.

The Support Team Manager in conjunction with the Hospitality Manager shares the oversight of all aspects of the hospitality operations taking place at the Caux Palace, day-to-day team management and guest relations. He/she is an ambassador for the Caux Palace and Initiatives of Change Switzerland. If requested he/she provides support with his team to all hospitality departments including Reception, Food & Beverage, Housekeeping, Technical Services and Forum Services.

Assistance to the Hospitality Manager

- Helps the Hospitality Manager to complete all hospitality activities taking place during the summer, ensuring the establishment works as smoothly as possible.
- Assists the Hospitality Manager in her day to day operations; participates and assists the HM for set-up and clear-up of the summer activities.

Coordinating and Planning

- Lead and cares for the Support Team that delivers their services depending on the needs
- Is in charge of delivering the specific Heads of Service Junior training and accompanies them in their journey
- Liaises closely with the Food & Beverage Manager, the Reception Manager, the Housekeeping & Cleaning Managers as well as the Technical Services Manager.
- Liaises with the different Managing Directors of each event taking place during the Forum. Coordinates and provides support to the Community/Dialogue groups serving within the Community Services.
- Builds strong working relationships and communications with all involved to ensure maximum operating effectiveness.
- Ensures effective, timely and accurate communications flow with regards to the Caux Palace policies and procedures.
- Attends and actively participates during the different weekly hospitality meetings.
- Accomplishes any other duties within the hospitality services as assigned by the Hospitality Manager.

KEY SKILLS AND REQUIREMENTS

The ideal candidate will have outstanding assistance skills and extensive hands-on experience.

He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Previous hospitality experience or knowledge of the Caux Forum
- Proven training and facilitation skills
- English (fluent), French (good) and other languages are a plus
- Solution-oriented and very good coordination skills
- Organized and systematic working flows, planning and communication skills
- High flexibility and ability to resolve different challenges, sometimes simultaneously and throughout the whole day, with a high sense for managing priorities
- Resilience, ability to work under stress, good self-management
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude
- Well-presented, punctual and flexible during working hours

HOW TO APPLY

Send a covering letter and attach a CV updated with any relevant training experience in the fields of hospitality by email to hr@caux.ch, by 1 March 2020.