



ALLOCATION MANAGER

CONTRACT	15 June to 31 July 2020 Temporary paid working contract, 100%
LOCATION	CH-1824 Caux
PURPOSE	Head of Service coordinating all Allocation services at the Caux Conference and Seminar Centre during the Caux Forum and the Caux Hub
REPORTS TO	Reception Manager, Head of Department

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, 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 Allocation Manager provides leadership in cultivating an atmosphere of care, service, hospitality and community within the Reservation and Allocation services, based on the core values of respect for human dignity, truth, solidarity and care.

Hospitality is at the heart of the Caux Forum and the Caux Hub. It is the spirit that welcomes people from all corners of the world, makes them feel at home, and enables them to make the most of their visit to Caux. This is what the work in Allocation is all about: we work as a team to allocate the right bedroom to every person who comes to stay at Caux.

Leading, coordinating and planning

- Coordinate all allocation services and ensure smooth day-to-day operations by liaising closely with the Reservation services, as well as with the Reception Desk and Housekeeping department
- Ensure weekly planning, lead weekly meetings and daily briefings of your team
- Lead and care for the Allocation team members
- Take full ownership of Allocation, making sure that the service is kept in the best possible order at all times
- Lead the set-up and clear-up operations before and after the Caux Forum season

Supervising and training

- Create a safe, caring, inclusive and positive collegial team atmosphere
- Train, coach, provide feed-back to and support your team
- Ensure that your team takes responsibility and fulfils its tasks and duties successfully
- Update the existing allocation procedural manual
- Produce a written report and recommendations for future Caux Forum sessions

Creating an enjoyable experience for guests

- Allocate the right bedroom to every person who comes to stay at Caux, whether they are coming for the first time or have been many times before
- Liaise closely with the coordinators of each event to ensure that all participants are appropriately accommodated
- Handle applications and records, extend, change and cancel bed allocation when necessary
- Demonstrate the core values of respect for human dignity, truth, solidarity and care in all interactions, provision of services and teamwork

KEY SKILLS AND REQUIREMENTS

The ideal candidate will have outstanding leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader who helps other accomplish goals. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Prior experience in a team-leading position as well a prior experience of Caux is imperative as this knowledge is integral to the work done in Allocation services
- Experience with Oracle Suite 8 front-office program
- English (fluent); other languages are a plus
- Experience of training largely inexperienced young people is an advantage
- Interest in people as individuals and maturity to maintain confidentiality
- Ability to handle pressure at times and flexibility to cope with busy and less busy periods
- Reliability as well as high professionalism
- Solution-oriented and very good coordination, planning and communication skills
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude
- Resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible during working hours

HOW TO APPLY

Send a cover 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.