

Job title: Activities Hotel Leisure Assistant

<b>Location:</b> The Odney Club, Cookham, Maidenhead	<b>Profession:</b> People
<b>Reports to:</b> Manager, Guest Services	
<b>People Management:</b> No ▾ <b>Assignment Management:</b> No ▾	
<b>Partnership Level:</b> Partnership level 10	<b>Manager's Partnership level:</b> Partnership level 8
<b>Number of direct reports:</b> None	<b>Partnership level(s) of direct reports:</b> None ▾

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

### Critical purpose of the role

- To work as part of the hotel team to deliver and maintain a first-rate guest experience through the focus on the delivery of market leading customer service.
- To add value to the efficient and profitable running of your hotel in order to achieve your business and personal objectives, along with those of your team and the hotel.
- Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.
- We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

### Primary Outcomes & Accountabilities

- Being a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace.
- Resolving guest queries/complaints at the first point of contact.

### Measures of success

- Line manager and Partner Feedback
- Guest feedback on delivering a first-rate guest experience.
- Achieve the hotel standard for customer service.
- Hotel Standards rating inspection score



- Interacting with guests, sharing product knowledge on the pool, activities, events, drinks and food.
- Primary function is to run a smooth operation at the pool, ensuring safety, completing daily and weekly cleaning and creating an excellent guest experience and guest enjoyment.
- The activities assistant will also be responsible for the setting up, cleaning and checking in and out of the campsite.
- Training for archery instruction to run guest archery sessions.
- Flexibility to work in other departments during down time or in the event of activity closure due to H&S or weather.
- Creativity to create new activities, and bring new ideas to an exciting operation at Odney.
- Knowledge of the chemicals required, ensuring compliance with food safety regulations (training provided).
- Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business.
- Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.
- Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession
- Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision-making.

**Skills:**

Confident decision maker.

Confident in a busy environment

Excellent communication and interpersonal skills to deal with multiple guest requests up to 300 per day

Strong organisational and time management abilities.

Customer-focused with a friendly and approachable manner.

Ability to work independently and as part of a team.



Problem-solving skills to handle unexpected situations and guest issues.  
Adaptability and flexibility to changes in scheduling, weather, or activity plans.  
Energy and enthusiasm for leading and participating in activities.

#### Qualifications & Experience (where applicable)

##### Essential

- Experience in a customer facing role
- Flexible mindset when decisions/plans change due to weather or availability
- Interests / qualifications in sports or entertainment
- Enthusiasm and passion for activities and the outdoors

##### Desirable

- Instructor qualifications - Archery, Swimming, Sports
- Experience in a food / cafe environment
- Basic first aid knowledge
- Experience working with or around children

Version	Created/updated by	Date
1.0	Guest services Manager	05/02/2025