



WILLIAM GRANT & SONS

ROLE PROFILE

Job Title	Luxury Support Services
Reference	BBUMK-135
Business Unit / Group Function	BBU
BU Team / Sub-Function	Marketing
Location	Dufftown
Team Leader	VIP Hospitality, Accommodation and Estates Team Leader
Team Members	No
Job Level	5
Role Purpose	
<p>To liaise with key stakeholders and guests during onsite visits providing on the ground management of itineraries from arrival onsite to departure ensuring requests and expectations are being met and delivered to the highest possible standard.</p>	
Accountabilities	
<ul style="list-style-type: none">• Perform first class service delivery to select corporate hospitality visits taking control of on the ground management of itineraries from arrival onsite to departure, living onsite whilst visits commence in order to provide fast reactive support and response.• Liaise with stakeholders in a polite, clear, consistent and timely manner to ensure requests and expectations are being met and delivered to the highest possible standard and interact with guests as and when required making them feel welcomed and valued whilst taking into account cultural differences, confidentiality and discretion.• Develop onsite experiences and touchpoints to further enhance guest service.• Conduct checks within housing in line with hospitality processes and support with updating hospitality team's policies and procedures on an ongoing basis.• Ensure that public safety and safe working practices are adhered to in accordance to required legislation, site policies and HMRC compliance.• Contributes appropriately to team meetings and supports the implementation of team plans and continuous improvement projects.• Supports the delivery of cross team projects (e.g. large public events, VIP visits etc)• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy.	



WILLIAM GRANT & SONS

Created by:	Stephen Mannock
Creation Date:	01-01-2023
HRBP:	Mark Beattie
Date of last revision:	05-05-2023