JOB DESCRIPTION

Title	Executive Assistant to GM/CEO
Salary/Pay Band:	4.0
Benefits:	Holiday Allowance, Paid Breaks, Staff Discounts, Surfing time
Location:	Bahrain Surf Park, Bilaj Al Jazayer
Reporting to:	General Manager/CEO

YOU ARE PART OF WHAT WE ARE AND WHAT WE DO

Our Vision at Bahrain Surf Park is to bring surfing to the nation, and develop passion for health, wellbeing and fun through Waves for All. We will attract visitors from all continents, growing Bahrain's surf and beach culture, and act as a catalyst to establish Bahrain not only as the Premier Surf Destination of the Middle East, but as a leading destination for fun - with Water, Waves and Surfing at our core.

We will create smiles, happiness, and wellbeing through safe fun activities for all backgrounds, abilities and generations, now and into the future.

OVERVIEW AND PURPOSE OF YOUR ROLE

As the Executive Assistant to the GM/CEO of Bahrain Surf Park, you will work closely with them and all Head of Departments to ensure that the business operation, the service delivery and ultimate guest experience at Bahrain Surf Park is the best it can be, whilst upholding the Vision, Mission, Values and brand integrity.

You will support the GM/CEO and the Senior Leadership Team in accordance with Company guidelines and our Strategy, in line with your own annual objectives. You will uphold BSP's Vision, Mission, and Values, and work to achieve our business goals. Due to the closeness of your relationship with the GM/CEO, and the Senior Leadership Team at Bahrain Surf Park, you will be at the front of the operation and will be a key part of the guest-centric and people focussed culture at Bahrain Surf Park.

1. You will support the GM/CEO in the delivery of the KPIs and SLAs for the business and will work with the wider team to ensure Bahrain Surf Park delivers the standards demanded by our world class facility. You will support the other departmental teams in all aspects of the business and support the culture of excellence.

2. Working closely with other departmental teams and external agencies, you will play a key role in helping us learn, develop and grow Bahrain Surf Park through our team, our excellent product and service, be a World Class Visitor Experience and the very best we can be.

3. You will support the business goals in all aspects of your day-to-day role – including health and safety, operations management and will support continuous improvement systems to challenge the status quo and maximise impact to achieve BSP business success through a guest focused culture and ultimate guest satisfaction.

WHAT YOU DO:

a) Teamwork/People and Best Practice:

- ✓ As the EA to the CEO/GM, you must be beyond reproach in your behaviours, and support and promote BSPs Mission, Vision, and Values at all times.
- ✓ As the EA to the CEO/GM you facilitate all aspects of the operation, and you must be aware of all aspects of the operation to ensure the team is working as one to deliver the best performance of the effort. You will be an integral part of the internal service provision, and you will have a problem solving and supportive approach to all tasks.
- ✓ People are our business. As the EA to the CEO, you will support in all aspects of Human Resource and People management across the wider business.
- ✓ You will play a key role in helping us learn, develop and grow Bahrain Surf Park through our team, our excellent product and service, be a World Class Visitor Experience and the very best we can be.

b) Role Responsibilities:

- ✓ Produces information by transcribing, formatting, inputting. editing, retrieving, copying, and transmitting text, data, information, and graphics.
- ✓ Conserves the GM/CEO's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information; initiating telecommunications,
- ✓ Supports and maintains GM/CEO's appointment schedule as required, by planning and scheduling meetings, conferences, teleconferences, and travel.
- ✓ Maintains customer confidence and protects the wider Operation by keeping information confidential.
- ✓ Completes outsourced projects by assigning work to outsourced resources, following up on results.
- ✓ Prepares responses as and when required by collecting and interpreting/analysing information.
- ✓ Secures information by completing database backups.
- ✓ Provides an auditable historical reference by developing and utilising filing and retrieval systems and recording meeting discussions and decisions made.
- ✓ Maintains office supplies inventory for the business by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt.
- ✓ Carry out any other reasonable duties within the scope, spirit and purpose of the job as requested by the line manager and/or Head of Department/Function.

c) Policies, Procedure Health & Safety/Legal Process:

- ✓ Production of reports and KPI monitoring for all aspects of the business as required. Creating and delivering KPI/site reports and supporting the Heads of Department to produce relevant data/information for Board Report and Investment reporting.
- ✓ Responsible for all relevant administrative tasks relevant to the position.
- ✓ Produce monthly Board report including all metrics and evaluation.
- ✓ Support the GM/CEO in presentations to the Board.
- ✓ Supporting the Crisis Management Plan, holding due responsibility as per the process.
- ✓ Adhere to and follow company policies that may change from time to time.
- ✓ Assisting in providing a safe and secure environment for all customers and team members.
- ✓ Supporting the wider team to comply with the Company's Health & Safety standards/ safe working practices.

d) Budget and P&L Support:

- ✓ Working closely with the GM/CEO, and finance team, responsible for supporting the production of clear and concise reporting as and when required.
- ✓ Reporting the same in the monthly Board Report as above.

As duties responsibilities change the job description will be reviewed and amended in consultation with the line manager and the Human Resources Department.

Required Qualifications	✓ General Certificate of Secondary Education or Diploma Degree
Preferred Experience	✓ Total (2+) years of professional experience, within a similar leisure environment
Required Professional Skills and Attributes	✓ Written and spoken English (Arabic speaker an advantage)/Excellent communicator ✓ Excellent people skills, ability to motivate, inspire and collaborate. ✓ Able to use your initiative effectively and take a proactive approach to any challenges that arise ✓ Strong attention to detail, ✓ A proactive and ambitious mindset, with a desire to 'muck-in'! ✓ Computer literate – Microsoft Office/Proficient in Excel/Word /PPT ✓ Excellent organisational and time management skills ✓ Honest/ethical/transparent/Fair ✓ Problem-solver/calm approach under pressure
Required Personal Qualities	✓ Approachable/respectful of others ✓ Hard-working/Hands-on/'Do it now' and 'can do' attitude. ✓ Self-motivated/energetic/Innovative with positive energy ✓ Strong sense of duty ✓ Ethically minded, with recognition of social and environmental responsibilities.

HOW YOU DO IT:

Our Team Culture depends on all our team pulling together, and competencies and behaviours matter. Through our performance appraisal process, the Senior Management Team at Bahrain Surf Park is committed to supporting you to behave and perform according to our values.

Waves for All:
We are inclusive in everything we do. We nurture everyone from the complete novice to expert surfer and all in between. We do this with equal respect for everyone, and without judgement. We champion diversity. We have integrity and are genuine. We do what we say we will do and do it in a way that aligns with our values – every minute of every day. We deliver 'Waves for all' through positive interactions with our guests and strive to get it right first time.

Bringing the Aloha Spirit to Bahrain:
We love and respect Hawaii - the birthplace of surfing - and we embrace their *Aloha Spirit* in everything we do. Our positive work environment and culture embodies at its core a unique, nurturing and compassionate essence which promotes kindness, understanding & harmony among people, regardless of their background or beliefs.

Vitality:
We support each other because everyone matters. People are our business, define who we are and what we are. We care. We work collaboratively as one team, sharing ideas, knowledge and insight to achieve our common purpose. We have the knowledge, skills, enthusiasm and passion to make a difference to everyone around us. We do things 'The BSP Way'. We recruit with Attitude in Mind. Our people-centric culture drives everything we do, and underpins the way our guests feel about us, resulting in our ultimate business success.

We Strive for Excellence:
We do everything to the best of our ability and never accept second best. Our first priority is SAFETY. We are resourceful and create the best possible experience for our guests and our BSP team. We look for new ways of doing things, embrace change and overcome difficulties through Teamwork and open and honest communication.

Creating Smiles:
Everything we do and how we do it is about creating safe and memorable experiences for our guests. We are a SMILE FACTORY! ☺ Our passion is to ensure everyone who visits Bahrain Surf Park has THE BEST experience and shares the joy with their friends and family, and wants to return again and again... and again..

DECLARATION OF ACCEPTANCE OF JOB DESCRIPTION

I confirm I have read and understood the contents of this Job Description and will deliver it to the best of my ability throughout my employment with Bahrain Surf Park.

Signed in acceptance _____

Print Name _____

Line Manager _____

Print Name _____

Date _____

1 copy for Employee
1 copy for HR File