



JOB DESCRIPTION / ROLE PROFILE

| | |
|---|-------------------------------|
| JOB TITLE: Overseas Compliance Administrator | DATE: April 2017 |
| REPORTS TO: Overseas Compliance Manager | DIRECT REPORTS: n/a |
| DEPARTMENT: Overseas HR & Recruitment | LOCATION: Godalming |

COMPANY BACKGROUND

Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

In the UK, Hotelplan is a well-established and profitable family of specialist tour operators, with a strong tradition of excellence & high standards of quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in UK and Overseas are focussed to ensure that we meet, indeed exceed the expectations of our discerning and loyal customers, many of whom travel with the company time and again.

The Hotelplan UK family of brands includes Inghams, Ski Total, Esprit, and Santa's Lapland - all based in Mountain House in Godalming - together with walking and cycling specialists, Intravel, based near York, and adventure travel specialists, Explore Worldwide and Regaldiver, based in Farnborough and Ely respectively.

PURPOSE STATEMENT

KEY RESPONSIBILITIES

1. Overseas Compliance

- Support the Overseas Compliance Manager with the issuing of local country addendums as required.
- Prepare all A1 certificates for employees to be seconded overseas in accordance with local requirements for registration, ensuring they are logged on each employee HR file and are issued overseas as necessary to meet local compliance regulations.
- Prepare and send all ZKO3's and Personnel Data Sheets for Austrian employee registration prior to employee travel overseas.
- Prepare and send all passports and UK employment contracts for Italian employee registration.
- Support the Overseas Compliance Manager with the French employee declaration.
- Prepare and send the paperwork for the Swiss Permit Applications.
- Assist the Overseas Compliance Manager with logging of Timesheets and monthly audit of working hours for payroll reconciliation.
- Support the Overseas Compliance Manager where required with overseas visits to audit local paperwork and conduct training as necessary with overseas teams in season.

2. Financial employee payments

- Prepare and send to UK banks all employee Direct Debit Mandates in time for monthly payrolls
- Management of monthly Direct Debit collections and payment notification to employees
- Liaison with the UK finance team for any outstanding Direct Debit payments.
- Assist with any other administration related costings and financial reporting as necessary.

3. General office

- Support team with incoming distribution of office post and when required outgoing office post
- Office housekeeping (shared with all office users).
- Weekend office cover and assistance to overseas team in relation to local compliance registrations.
- Support the Overseas Personnel Executive with all role changes ensuring the relevant changes are communicated where required to the Overseas Compliance Manager for local overseas payrolls as required.

KNOWLEDGE, SKILLS & EXPERIENCE

- Conversational French/German/Italian (written/spoken) desirable
- Real passion for and knowledge of ski holidays and the travel industry
- A self-starter, and fast learner, who can understand multi functional complexities of overseas operations.
- Intuitive problem-solving skills with the ability to think on feet and find creative outcomes and innovative solutions.
- Excellent telephone and email manners
- Current driving licence, happy to drive overseas including on mountain roads in winter.
- Flexible, ensuring issues are resolved at the earliest opportunity.
- Highly organised, able to multi-task and act in accordance with company policies and procedures and local legislative requirements.
- Familiarity with Hotelplan UK products and services, Company Values and Strategic Aims, desirable

QUALIFICATIONS & BACKGROUND

- Previous office experience desirable
- Driving Licence (B Category)
- PC literacy – Word/Excel/Powerpoint/Outlook

WORKING RELATIONSHIPS (internal, external, cross-functional, direct reports)

- All overseas team members, third party suppliers and colleagues in other overseas operational offices.
- Head office department to add value, promote cross-functional effectiveness increase productivity across the organisation and enable superior results and growth.
- Liaise with UK departments including Finance, to support business compliance.

KEY COMPETENCIES

- Customer Centricity
- Driving Results
- Building Trust
- Communication
- Innovation & Change Orientated

Please note that some travel both back to the UK and overseas will be involved, plus weekend shifts and Bank Holidays, as “normal course of business”.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.