

## Accommodation Assistant

### Job Description

Responsible to: Eco-Lodge & Campsite Manager

Hours of work: 22.5 hours per week – Friday to Sunday

Salary: £10.698

#### Main Responsibilities

- To work as part of a small team to assist with the management of facilities and events.
- To provide support to the Eco-Lodge & Campsite Manager.
- To contribute towards providing 24 hour on call or residential cover.

Our facilities include a 38 bed eco-lodge, a small family campsite, indoor meeting rooms and Woodland Hall. This is set within a 55 acre woodland site.

This post is subject to a check with the Criminal Records Bureau.

#### Key Skills

Excellent communications skills.

Competent and confident IT user.

Prepared to apply yourself to routine tasks and cleaning.

Happy to undertake practical work both indoor and outdoor.

Flexibility in your approach.

Able to work independently.

Able to take responsibility for maintaining high standards of customer service.

#### Key Tasks

- Ensure that the Lodge, campsite and The Centre's facilities are cleaned and maintained to a high standard. Provide a welcome service to guests including checking them into their accommodation.
- Taking bookings and payments over the phone, via email and online booking system.
- Responding to telephone and email messages efficiently and effectively.
- Carry out routine boiler tasks including filling of wood chip hopper and clearing of ash.
- Undertake routine maintenance and repairs.
- Report any complaints and other feedback to the Eco Lodge & Campsite Manager.
- Work closely with the other staff regarding bookings.
- Work with education staff regarding residential schools bookings.
- Work within the budgets set and agree all expenditure with Eco Lodge & Campsite Manager.
- To be on call via the 24 hour duty mobile telephone on an agreed rota basis.
- To undertake other duties and tasks appropriate to the roles and as directed by the Eco-Lodge & Campsite Manager.