

Job Description



Assistant Manager - Accommodation

Hours of work: 30 hours per week (some weekends included)
Salary: £19,675 (pro rata) plus 1 bedroom flat
Reporting to: Hospitality Manager

A live-in Assistant Manager to support and deliver with the management and day to day running of the South Downs Eco Lodge & Camping at The Sustainability Centre. To present all accommodation to a high standard and deliver exceptional customer service.

Main Responsibilities

- Assist and support the Hospitality Manager with the management and day-to-day running of the accommodation facilities and on-site events.
- Supervise and manage staff on shift.
- Manage enquiries, bookings and payments over the phone, via email and online booking system.
- Work closely with other staff to provide an excellent service to guests, internal clients such as residential schools bookings and residential courses for adults
- Ensure that the South Downs Eco Lodge and Campsite are cleaned and maintained to a high standard.
- Uphold the values and ethos of The Sustainability Centre.
- Carry out and record weekly and monthly health & safety checks

Other Tasks

- Identify maintenance issues and resolve with appropriate team member.
- Hold out of hours duty phone overnight (on a shared rota with other residential staff) for guest emergencies and assist with any out of hours emergencies/evacuations.
- Ad hoc breakfast cover when required
- Ensure policies and procedures such as Health & Safety are met.
- To undertake other duties and tasks appropriate to the roles and as directed by the Hospitality Manager or CEO.

Key Skills

- Experience of managing staff and resources within a similar sector.
 - Able to work well as part of a team.
 - Able to apply own initiative and bring creativity to the role.
 - Excellent communications skills.
 - Competent and confident IT user.
 - Prepared to apply yourself to routine tasks.
 - Able and willing to undertake practical work both indoor and outdoor.
 - Flexibility in your approach.
 - Able to take responsibility for maintaining high standards of customer service.
 - Level 2 Food Hygiene certificate (training can be provided).
 - First Aid certificate (training can be provided).
 - An understanding of sustainability and how to apply it.
- This post is subject to a DBS check.

The Sustainability Centre

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