

Vacancy



Job Title: Guest Services Manager
Salary: Negotiable
Location: Beaudesert Outdoor Activity Centre
Contract: Permanent
Hours: 37
Benefits: Pension Scheme, Uniform package, option to live in.

The role

Passionate about providing life changing adventurous experiences for young people and adults? Experience in working at an activity centre or in the hospitality industry? This could be the opportunity you've been looking for!

You will be at the heart of all bookings for the centre. Taking responsibility for the customer experience from initial enquiry through pre arrival, during the stay, and resuming contact post-visit. The post-holder will be responsible for receiving and responding to enquiries, administering all bookings including invoicing, coordinating the creation of activity programmes, and maintaining accurate bookings and sales records. Working closely with the centre's operational team, and often as the duty manager the post-holder will ensure a seamless transition from booking to product delivery. As most of our business is at weekends, the role will regularly work Saturday and Sundays.

About you

You will have proven communication skills and exceptional organisational skills. You will have experience of working in a residential centre or within the hospitality sector, from which you have a clear understanding of what exceptional customer service looks like. You understand the potential of outdoor adventure to have a transformative effect on people lives, and share the values of the Trust. With a supportive outlook and 'can do' mentality, you will help to achieve our customer service targets. You will be sales orientated ensuring that sales targets are met too.

About us

Beaudesert Outdoor Activity Centre, managed by the Beaudesert Trust, is located next to Cannock Chase in Staffordshire. With over 75 years of experience in delivering adventure, we are looking to double the number of visitors over the next 5 years and this is an exciting time to join Beaudesert Outdoor Activity Centre.

For more information or an informal chat call Nigel Ruse, Centre Manager, on 01543 682278.

For a full job description email hr@beaudesert.org.uk

To apply: email a covering letter and CV to hr@beaudesert.org.uk
(You will then be emailed an application form to complete and return)

Details of closing and Interview date

Closing date: Sunday 3rd July 2016

Interview date: Wednesday 6th July 2016

Beaudesert Outdoor Activity Centre is an equal opportunities employer.