



JOB DESCRIPTION

Job Title: Customer Care Assistant

Post Reference No: DD02

Reports to: Accommodation Manager, Park General Manager

Grade/Salary: £12 per hour

Hours: 40 hours per week between March and October, 37.5 hours per week between November and February. 5 days per week, Thursday – Monday, between the hours of 8:00am and 8:00pm

Status: Permanent

We require a charismatic, proactive Customer Care Assistant to be the welcoming face and voice of our beautiful and busy holiday park overlooking the Durdle Door World Heritage Site.

Our park has a range of holiday cottages, privately owned holiday homes, hire fleet and pitches for touring vans and tents and is popular with a wide range of holiday makers and owners, all of whom share a love of this idyllic, unspoilt coastline and countryside.

This is a full time, permanent position, working 5 days per week, Thursday - Monday. Working hours will include weekends and Bank Holidays.

Main Tasks and Duties:

- Hosting and welcoming guests during check-in, offering tips for an enjoyable stay and for making the most of the local area
- Being the first port of call for telephone enquiries, email enquiries and walk-in bookings
- Getting out and about within the Park, carrying out daily checks of the touring area as well as property inspections
- Ensuring continuity of guests' positive experience of the Holiday Park from the time of their first enquiry to post-stay
- Assisting with day to day administration tasks as required
- Liaising with and maintaining relationships with external contractors and suppliers
- Handling payment transactions
- Using and updating our booking program with detailed records

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To regularly review, adapt, and improve systems and procedures.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>		<ul style="list-style-type: none"> • Full UK Driving Licence.
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Experience in a previous customer care role. • Proficient in MS Word, Excel and Outlook. • Experience with problem solving and complaints handling. 	<ul style="list-style-type: none"> • Knowledge of a property management or booking system. • Previous experience in a Receptionist or Front of House position in a hospitality or holiday park setting.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • You will have excellent accuracy and attention to detail. • The ability to juggle a workload efficiently and cheerfully and to remain calm under pressure. • Strong people skills. • Good physical strength and stamina. 	

<p><u>Personal Qualities</u></p>	<ul style="list-style-type: none"> • Excellent timekeeping. • Excellent communication and interpersonal skills. • Able to use your own initiative as well as working well as part of a team. 	
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Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, ‘can-do’ attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a permanent appointment.
- The Contract of Employment will be based on the provisions of the Weld 1994 Settlement.
- The salary for this post will be £12 per hour.
- 40 hours per week between March and October, 37.5 hours per week between November and February. 5 days per week, Thursday – Monday, between the hours of 8:00am and 8:00pm.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3-month Probationary Period with reviews after 1, 2 and 3 months.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their CV with a covering letter to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications: TBC

Proposed Interview Date: TBC

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Customer Care Assistant **at the Lulworth Estate.**

Signed:

Print Name (Block capitals):

Date: