

SEASONAL RECEPTIONIST/RETAIL ASSISTANT JOB DESCRIPTION
PINEWOODS, WELLS-NEXT-THE-SEA

We have a fabulous opportunity to join our reception team, ideally suited to a candidate with excellent organisation skills and a desire to work in a customer facing environment.

The Holkham Estate extends over 25,000 acres. The land and property-based enterprises include residential and commercial lettings, property maintenance and development, farming, forestry, country sports, a hotel, caravan park, beach and car parks. The enterprises based around Holkham Hall include tourism, hospitality, catering, filming, outdoor events and concerts. See www.holkham.co.uk for more information. Our vision is to be the UK's most pioneering and sustainable rural estate.

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods offers a combination of static holiday homes for purchase, holiday homes for hire and touring caravan pitches. In addition, Pinewoods has responsibility for the beach, beach hut hire and beach hut sales. www.pinewoods.co.uk

The Seasonal Receptionist/Retail Assistant Role

The reception team are the main touchpoint for all Pinewoods customers and are often the first friendly faces our guests and holiday makers meet. It is also the central communication hub for our varying departments. The role is split between assisting in the day-to-day operation of holiday bookings, holiday homeowner queries, customer support and team communications; and includes working in the Pinewoods Store to cover the retail supervisor's day off.

This is a part time role and includes weekends and bank holidays. The role reports to the Reception and Retail Manager.

This role is suited to a candidate who is starting out in their customer service and hospitality career or switching career paths and wishes to develop in these areas. Enthusiasm, attention to detail and a commitment to quality are essential requirements. While a customer service background would be beneficial it is not an essential requirement. We will provide support and development to the appointed candidate and take them through all aspects of their training.

Key Skills

Math and English GCSE

Experience and comfort working with computers

Knowledge of Microsoft office

Customer Service Experience (desirable)



OUR FIVE GREAT BEHAVIOURS

At Holkham we value the way we go about our every day to day - authentic and natural ways of working and simply being that are fundamental to everything we carry out across the estate. After all, it isn't just about what we do, but how we go about it - the Holkham way. To help us we have shaped our Five Great Holkham Behaviours...

HOLKHAM

Our **vision** is to be the UK's most pioneering and sustainable rural estate

Our ambitions

We are custodians of important historic buildings and collections which we will treasure, enhance and revitalise before we hand these on to the next generation.

We will be pioneering, sustainable and influential in managing our landscape, farmland, habitats and wildlife.

We will create welcoming experiences to attract, inform and inspire those who visit or stay with us.

We want Holkham to be a great place to work, where talent is developed, teams set their own high standards and the human touch is never lost.

We will be a force for good in helping local communities to thrive, by providing employment, homes, and support for local businesses and charities.

Achieving these ambitions relies on the financial performance of our businesses. We will spend wisely, challenge inefficiency, and celebrate our ability to reinvest.

Our five great behaviours

TEAMWORK **MUTUAL RESPECT**
SUSTAINABILITY **CHALLENGE** **GO SEE**