

PART-TIME RECEPTION ADMINISTRATOR (SEASONAL) - JOB DESCRIPTION

PINEWOODS, WELLS-NEXT-THE-SEA

Reporting to Holiday Sales and Reception Manager

PART OF THE HOLKHAM ESTATE

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

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

PINEWOODS, WELLS-NEXT-THE-SEA

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods Holiday Park 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 sales and Wells Beach Bus

THE ROLE

Reporting to the Holiday Sales and Reception Manager, the role is to assist in the daily administrative processes that form an integral part of a busy holiday park operation.

In a highly competitive sector where reputation and consistently high standards determine success, excellent customer services skills, enthusiasm, attention to detail and an absolute commitment to quality are essential requirements.

Pinewoods has developed and maintains standard operational procedures for all areas of the business. As part of your induction you will be taken through the operational procedure in place for your role. You will be expected to be actively involved in the use, development and continuous review of operational procedures, standards checklist and all key performance indicators appropriate to your role.

KEY RESPONSIBILITIES

Part-Time Reception Administrator (Seasonal)

- Delivering high standards of service to colleagues, visitors & customers
- Ensuring safety and compliance is adhered to
- Following correct company administrative procedures including
 - Filing records, invoices and holiday home owner files
 - recording and reconciling daily cash register income records

SKILLS, KNOWLEDGE AND EXPERIENCE

- Initiative, energy and a positive attitude
- Excellent customer service skills
- Good standards of personal presentation
- Attention to detail and a desire to get things right
- Team player
- Flexibility and an ability to work calmly under pressure
- Experience in an office/reception environment desirable but not essential
- You must have the right to live and work in the United Kingdom

TRAINING

You will be required and encouraged to engage in a program of professional development during the season.

OUR FIVE GREAT BEHAVIOURS

At Holkham we value the manner in which 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.

Our five great behaviours

TEAMWORK MUTUAL RESPECT
SUSTAINABILITY CHALLENGE GO SEE