

Beaundesert

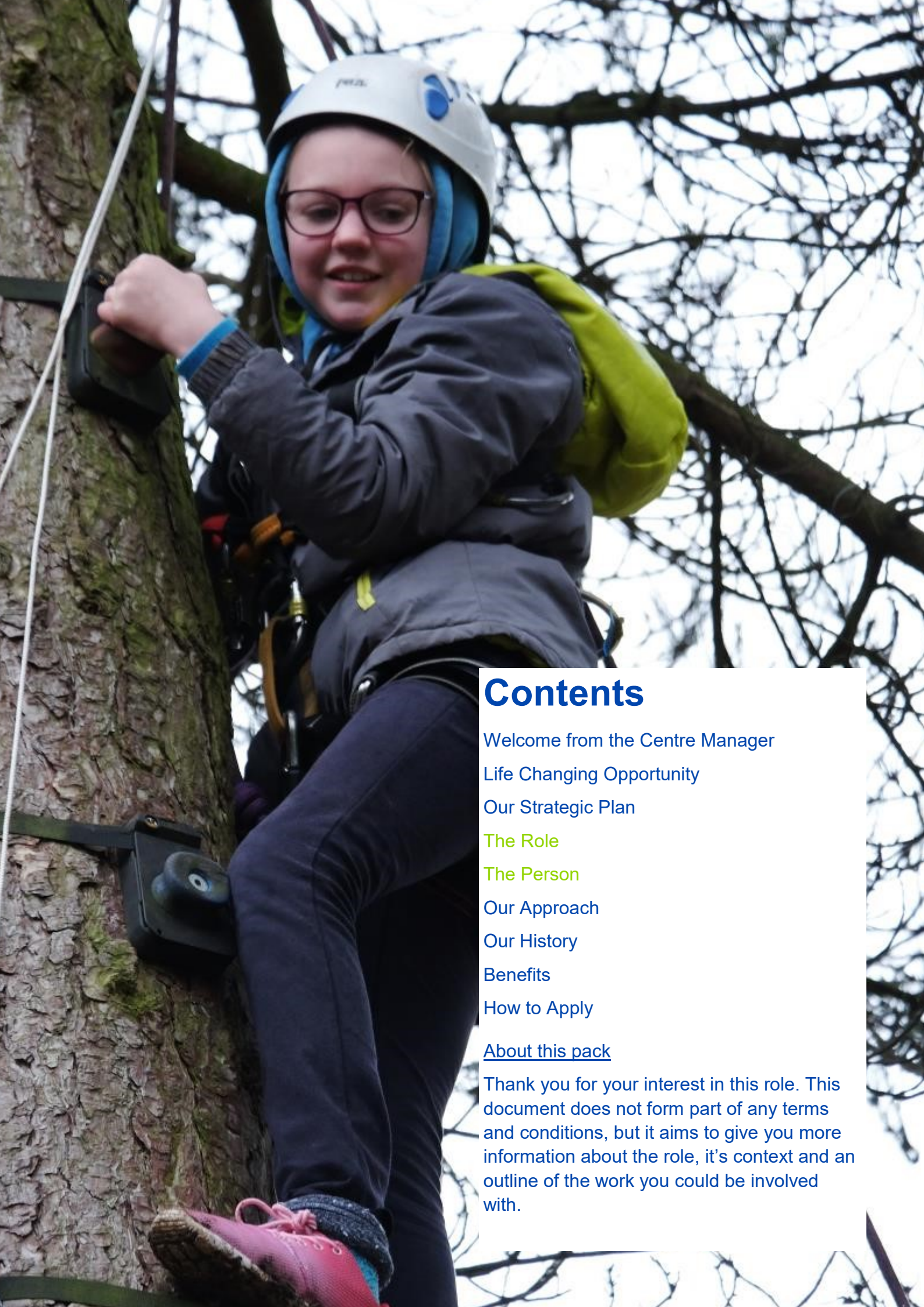
Outdoor Activity Centre



Guest Services Coordinator

Application information Pack





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Thank you for your interest in this role. This document does not form part of any terms and conditions, but it aims to give you more information about the role, it's context and an outline of the work you could be involved with.

Beaudesert

Outdoor Activity Centre



Welcome.

Thank you for your interest in this role.

Beaudesert Outdoor Activity Centre provides outdoor experiences for young people from all backgrounds. We offer life changing experiences and we help to develop confidence, teamwork, leadership and communication through outdoor activities.

For us, outdoor adventure is about opportunity and that's what young people need more than anything else. From support and friendship to new skills and renewed confidence, outdoor adventure brings the spirit of optimism and practicality to its work. Outdoor adventure is for all young people.

At Beaudesert Outdoor Activity Centre we believe that all young people have great things to offer. We give them the opportunity to discover their potential, benefit from our positive supporting environment and make a difference. Whether it's making new friends around the campfire, playing a starring role in a team activity or developing leadership skills in an outdoor environment, we lift spirits, recognise achievement and raise aspirations through outdoor activities.

All of this is made possible by our fantastic grounds and facilities and a dedicated team of staff. Positive role models are vitally important. We want to inspire a new generation of young people who love the outdoors and are filled with enthusiasm and spirit to make things better for themselves and those around them.

We welcome applications from anyone over the age of 18 years of age for this role.

Nigel Ruse

Centre Manager



LIFE CHANGING ADVENTURE

Beaudesert Outdoor Activity Centre delivers around 50,000 activity days to young people every year. We help young people explore their potential, grow in confidence and become active members of their community. We make a positive impact on young people and the adults who visit.

Offering over 40 different types of activity from abseiling to coracling to via ferrata to archery to high ropes to fire lighting, our activities help young people from pre school age through to 25 year olds grow in confidence and achieve their potential.

This is only possible through the efforts of our staff. We employ people who are passionate about the outdoors and passionate about making a difference. Our staff genuinely enjoy their jobs. There is nothing more rewarding than helping a young person overcome their fears, seeing the quiet and shy one in a group playing a starring role in a team building activity and waving off a coach full of happy children who are full of memories they will keep forever.



“Every child has the right to adventure. Life is about grabbing opportunities. Its all about friendship and fun and adventure– people who might not normally have the chance for adventure.”

Bear Grylls, Chief Scout

Beaudesert

Outdoor Activity Centre



OUR STRATEGIC PLAN

We are continually working towards our 2016 - 2021 strategic plan with a focus on growing the following key areas:

Our aims:

Facilities: to provide an infrastructure that delivers good quality residential facilities in line with customer expectations;

Partnership: to work in partnership with customers and facilitate their programme provision;

Learning: to create an inspirational learning environment for our visitors;

Activities: to deliver high quality, recreational and adventurous activities that are valued by our visitors;

Conservation: to maintain and conserve the parkland of Beaudesert, and to preserve the ruins of Beaudesert Hall;

Good employer: to create a working environment this attracts and retains high calibre employees, and to develop the talents of our employees in line with the needs of the Organisation;

Caring: to inspire a caring and responsive approach to serving young people, our local community and society;

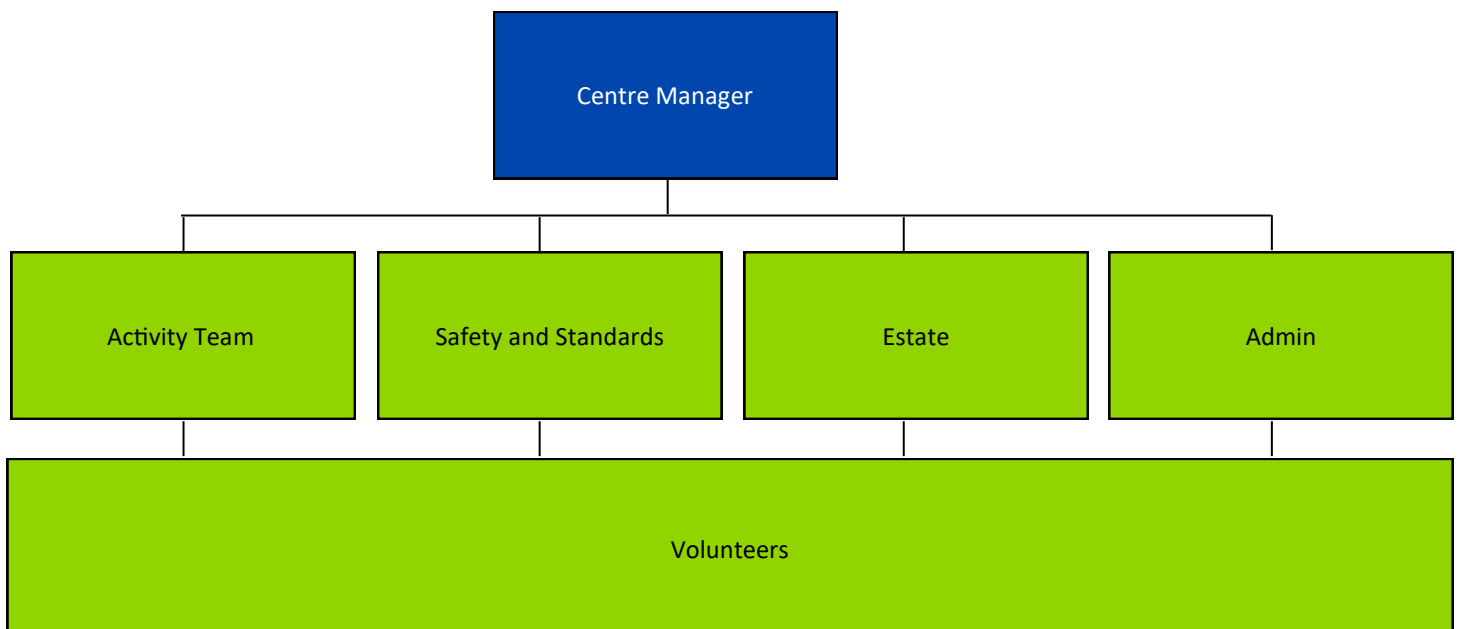
Safe and secure: to provide the highest standards of health and safety in all aspects of the Charity's operations, including child protection.





HOW WE OPERATE

Beaundesert Outdoor Activity Centre is based in Cannock Wood, Staffordshire and its operation is divided into four teams with volunteers supporting. This role comes within the Safety and Standards team.



Beaudesert

Outdoor Activity Centre



THE ROLE

The Guest Services Coordinator will be at the heart of our weekend business, working Friday through to Monday looking after the customer from arrival through to departure and working on gaining their next booking. You will take bookings via phone, email or in person, you will serve in our shop, you will be able to coordinate the responses to any question a customer throws at you utilising the help of other teams. You'll be great on the computer confident to use Word, Excel, Outlook and our bespoke booking programme to take bookings and create programmes for groups. It is a very diverse role, often fast paced and busy and you will need to be confident talking to people of all ages. Its very much an indoor reception job, but it's a beautiful setting to work in with abundant wildlife outside the window and a steady stream of customers and staff throughout the day. It's an exciting time to join Beaudesert as we have increased our customer numbers for the third year running and aim to increase them further over the next few years. Developing this customer base is very much part of this role. Our weekend customers are predominantly Scouts, Guides and Youth Groups.





THE JOB DESCRIPTION

- Take bookings by phone, email and in person
- Coordinate customer enquiries throughout their stay
- Communicate with other teams to get issues resolved
- Create activity programmes for customers
- Assist with shop sales
- Work with your line manager, The Safety and Standards Manager
- Communicate effectively with other managers.

The Person

Skills and ability

- Good communication skills orally, computer and in writing.
- Ability to work well within a team.
- Clearly demonstrate an ability to provide first class customer service.
- Good at managing their time.
- Proficient in Word, Excel and Outlook
- Able to learn new computer programmes easily
- Have an eye for detail

Knowledge and understanding

- Demonstrate a love and enthusiasm for the outdoors
- Demonstrate an understanding and enthusiasm for customer care

Other essential criteria

- Be aged between 18 years and above
- Have transport - Beaudesert is in Cannock Wood WS15 4JJ
- Be willing to train and learn
- Be willing to work hard at times.
- Be have a DBS check and agree to comply by Beaudesert Outdoor Activity Centres Safeguarding policy.
- Flexible

The post holder agrees to abide by Beaudesert Outdoor Activities Centres health and safety principles and code of conduct and to take all reasonable steps to ensure both their own safety and the safety of others.

The post holder agrees to promote and uphold the principles of equal opportunities in accordance with Beaudesert Outdoor Activity Centre's Equal opportunities policy.

The post holder agrees not to disclose and confidential or sensitive information to a third party or outside organisation except where required to do so by law.



OUR APPROACH

If we are to achieve such an ambitious agenda we need to be clear on the principles that will define the way we work. These principles are:

Results Focused

- Ambitious but realistic targets have been agreed, we aim to double the number of young people using our facilities by 2021

Partnership working

- We make a bigger impact when we work with other people in the industry. Currently we work with partner companies delivering the NCS programme, Princes Trust and organisations such as The Scout Association and Girl Guiding UK

Innovation

- We encourage all of our staff and our customers to think of and suggest new ideas. Feedback is key to our development.

Sharing Best Practice

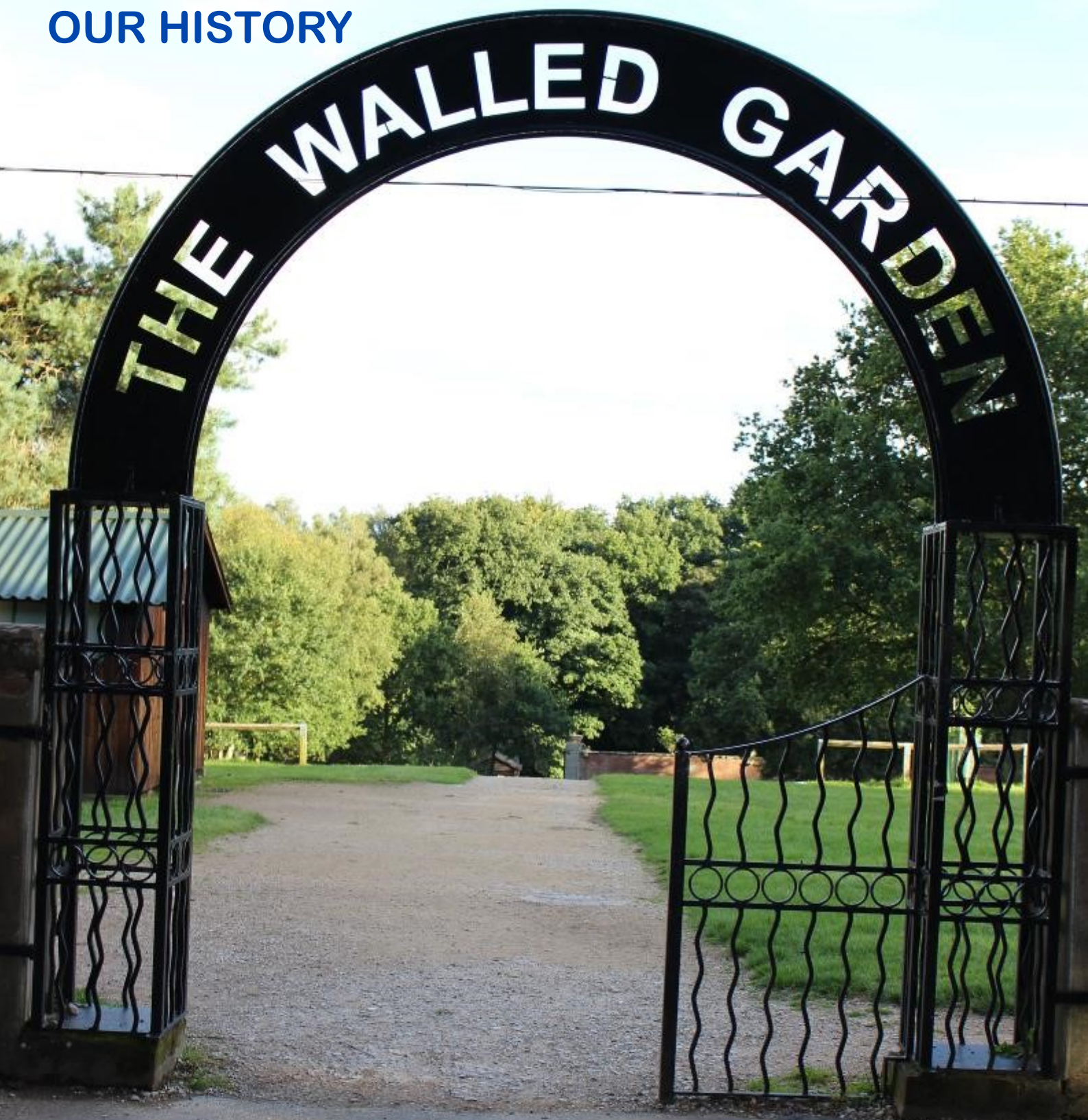
- We continually share best practice and look at how others in the industry work. Our research to ensure that we are following what is best practice in the industry is key to our success. We are members of the association of Scout and Guide centres and the institute of Outdoor Learning.

Using digital technology

- It is an inescapable fact that we live in a digital world. We need to seize opportunities within digital technology to enable us to communicate to new organisations and a wider community. We are investing in technology to make our processes clearer, more efficient and less time consuming.



OUR HISTORY



The estate at Beaudesert or Beaudesert Park, occupied a large proportion of Cannock Chase. It is assumed that the name derived from the landscape, being French in origin and roughly translated to beautiful wilderness. The first Beaudesert Hall was occupied as early as 1292 and in the early 14th century it was the palace of the Bishop of Lichfield and Coventry. Later it was owned by Henry Paget

In 1937 Lord Anglesey gave 123 acres of land on which the gardens stood to the scouts, guides and other associations and organisations having similar purposes. The Beaudesert Trust was set up to administer the land. A camping site was opened on 2 July 1938 by H.R.H. The Princess Royal.

The remains of the hall are still standing and the Walled Garden is now used as our main activity area.

BENEFITS

Salary - Competitive, dependant on age and experience

The post can be live in if required for a single person, and shared accommodation can provided for this if required. We have a 4 bedroom house share on site with free rent and reasonable bills.

If you live on site, you will be required to be the overnight duty member of staff on a rota basis. .

The nature of this post requires evening and weekend work.

Salaries are paid by direct transfer on the last day of the month.

Contracted hours of work are 36 hours per week

Location: Beaudesert Outdoor Activity Centre, Cannock Wood, Rugeley, Staffordshire, WS15 4JJ

Holiday entitlement 34 days per year including the Christmas shutdown

Probationary period: this post is subject to 6 months probationary period

Employee benefits:

Beaudesert Outdoor Activity Centre is keen to develop a team of people who enjoy their job and who are valued employees. We offer a range of benefits to add value to your package:

Looking after your health and well being:

Sickness absence— Beaudesert Outdoor Activity Centre pays above the statutory minimum requirement.

Food and Drink—While at work we provide lunch free of charge. Free beverages are available at all times.

Looking after your future— All employees are able to opt into our pension scheme through NEST. The scheme is flexible and so you can take it with you when you leave.

Uniform

We provide free staff uniform

Training budget—we are committed to training and developing our staff

Bonuses—a range of small bonuses and payments are made including recognition for star performers nominated by our customers through the feedback scheme.

HOW TO APPLY

Please submit an application form which can be found on our website at
<http://www.beaudesert.org/about-us/join-us>

In your application form please tell us why you are interested in this role. Pay attention to detail in your application form which is the first stage of your application. If you are successful you will be invited to join us for an interview.

Application forms should be emailed to HR@beaudesert.org.uk

or posted to Centre Manager, Beaudesert Outdoor Activity Centre, Cannock Wood, Rugeley, Staffordshire, WS15 4JJ

Closing date for applications Sunday 14th July

Interviews to take place on Wednesday 17th or Thursday 18th July.

If you have not heard back from us by the 18th please assume that you have been unsuccessful on this occasion.

