



# The Beaudesert Trust

Providing adventure for young people & conserving Beaudesert Park

**Job Specification:** Customer Experience Manager

**Reporting to:** Finance Manager

**Salary Range:** Up to £22,000 This is a live in role, initially based in the 2-bedroom cottage on site with all bills included.

Key responsibility:	Performance measure
To manage the day to day delivery of services to customers including cleaning and minor maintenance.	Feedback Budget control
The manage the day to day operation of the centre including duty manager tasks and line management of reception and cleaners	Feedback Budget control
To manage customers' expectations within our budget.	Feedback
To assist with administrative tasks, sales and bookings	Sales budget

## Key Tasks

- Manage front of house welcome to all customers
- Manage programme delivery and staff.
- Manage building cleaning and minor maintenance.
- Manage Toilet cleaning services and staff.
- Event management.
- Work as part of a Duty Manager rota.
- Reception and sales duties
- Develop new income areas.
- Manage site security
- Any other task deemed necessary by your line manager.

## Key Skills

- Hands on approach and a "can do" Attitude.
- Staff management.
- Computer literate.
- Customer focused.
- First aid min 2 day outdoor adventure
- Attention to detail
- Excellent administrative skills, written and verbal communication.

**Responsible for:** Reception and cleaning staff

**Working hours:** 37.5 hours per week. Includes weekends and some evenings.

Beaudesert Park,  
Cannock Wood,  
Rugeley,  
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[www.beaudesert.org](http://www.beaudesert.org)  
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The King George V Memorial  
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lands known as The Beaudesert  
Trust.

Charity number 522603