



SEASONAL SHOP ASSISTANT/ADMINISTRATIVE ASSISTANT/RECEPTIONIST

The Holker Estate operates two holiday parks in Cumbria at Old Park Wood and Longlands. They are set in the heart of the Furness and Cartmel Peninsulas. These 'Homes in the Lakes' are renowned for their timeless tranquillity and offer magnificent views of the surrounding landscape.

The Shop Assistant/Administrative Assistant/Receptionist will assist the Holiday Parks Manager with the efficient operation of Old Park Wood and the delivery of business plan objectives agreed by the Holker Board. A sound knowledge of holiday parks and the industry is desirable. Flexibility, dedication to a high level of customer care and a pride in work undertaken are essential.

Job Title: Shop Assistant/Administrative Assistant/Receptionist

Job Requirements:

- Good communication and organisational skills
- Sound interpersonal skills
- Honesty and a high level of integrity
- Flexible approach to duties undertaken
- Enthusiasm and capacity for hard work
- Attention to detail
- Systematic and cheerful approach with a positive 'can do' attitude

Report to: Senior Administrator

Salary & Benefits: As per contract

Main Objective:

- To assist the Holiday Parks Manager in increasing efficiency and profitability in all areas.
- To assist with the introduction and application of clear management systems
- To assist with the introduction of new contracts
- To help establish and maintain the highest standards of professionalism, customer care and appearance.
- To support a pro-active marketing and sales strategy.

Liaising with: Other support staff

Key Tasks: To deal with customer enquiries as required.

To field customer telephone enquiries and distribute sales information.

To maintain Holiday Park records and filing systems.

To be responsible for processing sales/purchase invoices and other financial data onto the Holker accounts package.

To supervise and staff the holiday park shop as required.

To unpack, clean and prepare sales caravans.

To liaise with approved contractors, other departments and customers, to ensure service work and call outs are carried out within the timescale required.

To ensure customer compliance with park rules at all times.

To ensure that the appearance of the Holiday Park Office, Shop, and Sales Caravans are maintained to the highest standards.

To ensure high standards of health and safety are maintained in accordance with employer instructions and current legislation.

To comply with any of the employer's written procedures for the efficient operation of the Holiday Park.

Any other duties as may reasonably be determined by the Holiday Parks Manager, Chief Executive or the Holker Board.