



# Scouts

Humberside

## Customer Liaison Officer

Raywell Park

Hours:	16 hours per week (over a minimum of 4 days)
Employment Basis:	Self Employed
Rate:	£8.50 per hour
Term:	initial 12 months fixed term contract with possibility of extension
Location:	Raywell Park, Riplingham Road, Raywell, East Yorkshire, HU16 5YL
Closing Date:	28 February 2019
Interview Dates:	5 <sup>th</sup> and 6 <sup>th</sup> March 2019
Role Summary:	This role is required to primarily support the running of Raywell Park (Humberside Scouts County Campsite), but also to help with the general administration and running of Humberside Scouts.

### Outline Duties

- Managing bookings
- Co-ordinate site visitors and deliveries
- Facilitating site tours for prospective users
- Checking buildings before and after use
- Facilitate meeting and greeting of site users
- Organising keys / access for users and contractors
- Searching for activity instructors
- Managing payments
- Processing of bookings and accounts using MS office and Sage packages (training given)
- Answering general enquiries by phone and e-mail
- Monitor stock levels and purchasing supplies
- Operate the Providore when needed (usually in the low season)
- Other janitorial duties as required

### Employee Specification

- Appointment subject to satisfactory enhanced Scouting DBS check
- Have a flexible and positive approach together with an ability to adapt to changing requirements
- Youth focussed
- Enthusiasm and commitment are important to provide a quality service
- Computer literate and conversant in Microsoft Office
- Excellent communication skills both verbal and written
- Administration experience
- Have a friendly telephone manner
- A knowledge of scouting would be preferable, but is not essential

This is an active role and may involve some manual handling

Applicants should apply by submitting their current CV and a letter explaining how they are suited to the role

Applications for this role should be sent to:

**By Post:** Operations Manager, Raywell Park, Riplingham Road, Raywell, HU16 5YL  
**By email:** countyoffice@humbersidescouts.org.uk