



Scouts

Humberside

Customer Liaison Officer

Raywell Park

Hours:	16 hours per week (over a minimum of 4 days)
Employment Basis:	Self Employed
Rate:	£11.00 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:	21 st July 2023
Interview Dates:	24 th and 25 th July (evenings)
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 finance package (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: Gary McCune, Raywell Park, Riplingham Road, Raywell, HU16 5YL

By email: cc@humbersidescouts.org.uk