



Applicant Information Pack

Northern Heights Administrator

Girlguiding Middlesex East

We've got a great site and can't wait for you to join us!

Northern Heights is a 12 acre residential activity centre owned by Girlguiding Middlesex East in Hertfordshire. We're looking for an enthusiastic and well organised individual to join the team as our site administrator, managing the bookings for the site, communications with customers and supporting other site administration needs.

Jess Carter
Chair - Northern Heights Site Committee

About Northern Heights

Northern Heights offers a safe outdoor space for young people. With 3 modern accommodation buildings and a campsite we provide residential and day visits for youth and community groups on a self catering basis. We have a number of activities on offer at Northern Heights, some which groups can self lead and others delivered by a team of volunteers.

Northern Heights is open all year round with weekends being the busiest time.

The site administrator will managed the booking process, liaising with customers and site visitors, the live-in warden and county treasurer. This will involve both independent work and collaborative working with other staff and volunteers.

The job description below outlines more detail of the role. As an employer we will work with you to identify further learning and delevopment needs and will support you through further training required for the role.

About the role

Responsible to:	County Commissioner, Girlguiding Middlesex East
Reports to:	Chair, Northern Heights Site Committee
Base Location:	Home working with occasional visits to Northern Heights, Edgwarebury Lane, Elstree, WD6 3RG
Term:	Permanent
Salary:	£2,990 per annum
Hours:	5 hours per week (at intervals across the week) averaged over the year (this could be 1 or 2 hours in quieter months and up to 10 hours in busy periods).
Line Management Responsibility:	N/A
Internal Relationships:	Northern Heights Site Committee, Warden, County Treasurer
External Relationships:	Site users

Job Description

- Monitor NH Bookings email and respond promptly to enquiries accordingly
- Answer questions and provide information to visitors and prospective visitors
- Process all site bookings - following prescribed system and process
- Contact visitors throughout their booking with key information including payment requests, receipts, final information
- Maintain online availability calendar with confirmed bookings
- Maintain internal bookings diary with provisional and confirmed bookings
- Track payments received in liason with the treasurer for confirmed payments
- Make sure that the site warden has relevant information ahead of site visits and activities
- Liasise with site warden and site chair regarding special requests
- Provide summary of usage and key data to the Northern Heights Site Committee

About you

Skills and abilities

- Ability to use email and online systems efficiently.
- Ability to prioritise workload and work to meet deadlines
- Ability to use own initiative
- Ability to work flexibly
- Ability to manage and record visitor data
- Excellent communication skills

Knowledge, experience and qualifications

- Experience of customer service and administration.
- Experience of working in partnership with volunteers
- Experience of using Information technology (email, word, excel)
- Experience within Girlguiding or other similar youth organisations (desirable)

Benefits

- 20 days holiday a year, plus bank holidays (pro-rata for part time working 5hrs per week)
- Statutory leave such as sickness, maternity, paternity, adoption etc

How to apply

Please read this pack fully prior to applying. To apply please submit a CV and covering letter via email to countycommissioner@ggme.co.uk by 9am on 30th October 2024.

Following the closing date we will be in contact with applicants to discuss the next steps, this is likely to involve an interview and task.

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact Jess Carter or Alison Nugent (County Commissioner) on the email above to set up a call or virtual meeting.