



Scout Campsite & Activity Centre

Job Description: Administrator

Hours per week: 10 (over 2 days)

Pay: £10.25 per hour

Contract: Fixed term, 6 months

Role Summary:

The Administrator will support the activity centre with several tasks essential to its smooth operation. Working alongside the Site Warden and reporting to the centre management team, this role will be the first point of contact for customer bookings so great customer service skills are essential.

Main Duties & Responsibilities:

- Administration of bookings through various channels.
- Handling customer enquiries.
- Producing quotes and pricing for enquiries.
- Generating and processing invoices.
- Processing of payments.
- Cash handling including weekly banking.
- Management of social media, website, and online booking system.
- Organisation of activity instructor rotas.
- General administration duties.
- Supporting events and other activities onsite as and when required.
- Any other reasonable tasks.

Skills & Experience:

Essential:

- Proficient in the use of Microsoft programmes including Word and Excel.
- Comfortable with handling email, telephone, and face to face enquiries.
- Excellent customer service skills.
- Basic financial understanding.
- Experience in a similar role.
- Basic competence of using social media channels including Facebook, Twitter, and Instagram.
- Ability to prioritise tasks and manage time effectively.
- Able to work on own initiative and independently.
- High level of attention to detail.
- Experience of effective scheduling or diary management.
- Experience of cash handling, reconciliation, and banking.

Desirable:

- Experience of using an electronic or online booking system.
- Experience of updating and maintaining websites.
- Experience of managing rotas.
- Experience of financial management.