

JOB DESCRIPTION



Job Title	Customer Service and Admin Assistant, Champing™
Team	Enterprise
Location	Home-based
Reports to	Head of Enterprise
Salary	£21,840 pro rata per annum
Duration	Fixed term contract, until mid-November 2021
Normal Working Hours	20 hours net per week

The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Champing™ is a unique brand extension of the CCT, and generates revenue through offering exclusive overnight stays in some of the UK's most iconic heritage buildings. It has grown organically since it launched 5 years ago, and attracts an audience of followers from all over the world. We now welcome guests at over 20 sites throughout our summer season.

Overall job purpose

The Champing™ Customer Service Assistant will support the running of operations throughout the 2021 season. We are looking for someone to help support the operational running of the business, who can help oversee the booking process, look after customers, and deliver a fantastic experience.

Key relationships

Head of Enterprise, Champing™ Development Officer, Champing™ Assistants, Local Community Officers (LCOs), local volunteers and customers.

Key duties and responsibilities

Providing administrative support to the Champing™ team.

- Respond to Champing Assistants and deal with any issues arising (equipment purchase, maintenance, invoicing)
- Communicate updates and tasks to Assistants (water bottle date check, end of season inventory) and respond to queries
- Coordinate recruitment of new Assistants, advertise position locally and respond applications
- Coordinate set up with breakfast providers
- Respond to LCOs and add church bookings with note to our calendar
- Liaise with Regional Teams and Conservation Team regarding maintenance or surveys
- Communicate end of season actions to Assistants, update inventory log, key locations, and respond accordingly
- Ask Assistants returning next year for availability and update bookings calendar if holiday already scheduled
- Ask LCOs for next year church bookings, and update bookings calendar accordingly with note
- Order water delivery and empty bottle removal, log in order sheet
- Organise water dispenser sanitising schedule, and always before start of season
- Purchase equipment needed, save invoice and update expenses log
- Organise items for each church ready for distribution

Acting as the main point of contact for the Champing™ office by phone and email, responding to enquiries and seeking assistance when required.

- Respond to customer emails, mark if necessary and file accordingly
- Respond to Telephone enquiries and questions
- Respond to provisional bookings, make sure they know when and how to secure a booking and when the balance is due.
- Check this bookings for full payment and send out all booking document
- Liaise with the Finance team to process payments, update customer details and Anytime info.
- Provide monthly updates to the membership team
- Send invoices to account holders.
- Provide weekly updates to church teams and breakfast providers
- Update gift voucher log
- Update customer feedback log and thank customer
- Keep email distribution lists and team contact details updated
- Source new or better equipment and providers, and set up accounts for discounts

- Set up customer feedback emails and collate information obtained

Helping to coordinate the beginning and ending of our Champing™ season.

- Send out end of season thank you gifts to Assistants
- Coordinate equipment and items to be onsite for start of season and offsite at end of season
- Pull together reports as necessary.

Contributing to providing content shared for our customer information, stakeholder updates, e-newsletter, website updates, and social media accounts.

To provide any other support where required within the Enterprise team.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Person Specification: Administrative Assistant, Champing™

Section 1. Top Essential Criteria

If you cannot provide evidence that you fully meet these criteria, your application will not be put forward for further shortlisting against the other criteria in sections 2 & 3.

	Essential Criteria	How this will be assessed
1	Experience at providing support to a team.	A
2	Experience at dealing with client or customer enquiries by phone and email.	A
3	Good IT skills, including use of Word, Excel and Outlook, Teams and other MS Suite applications.	A

Section 2. Further Essential Criteria

	Essential Criteria	How this will be assessed
1	Excellent written communications skills, with a high level of accuracy	A
2	Excellent verbal communication skills, including the ability to communicate with a wide range of individuals and groups	I
3	Highly organised with the ability to manage time effectively	I

Section 3. Desirable Criteria

	Desirable Criteria	How this will be assessed
1	Experience of working in the accommodation, glamping, or tourism industry	A/I
2	A willingness to travel, with a current driving licence is also desirable for attendance at sites around the UK.	I
3	Experience of writing content for the web and social media	A/I

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Applications

If you would like to apply for this role, please click [here](#) where you will be directed to our online recruitment system. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

If you have any questions, please contact us at recruitment@thecct.org.uk

The closing date for receipt of applications is **9am on Wednesday 31 March**.

Interviews will be held on the **Wednesday 7 April 2021** and will be held remotely via Zoom. Please note that the interview dates have been specifically chosen according to the availability of the panel.

Churches Conservation Trust is committed to a policy of equal opportunities.

Churches Conversation Trust is not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.