

Assistant Manager (Fixed-Term) - Patterdale Job Description

Job Title:	Assistant Manager
Contract Type:	Fixed-Term - Full-Time
Annual Salary (FTE):	£24,000 P.A (& Benefits)
Hours of work per week:	37.5 - 5 days per week including Saturdays (regular flexibility required and regular evenings, weekends and bank holidays)
Responsible to:	Operations Manager - Patterdale
Responsible for:	All staff
Location:	Patterdale, The Estate (Part of YMCA North Tyneside)

Organisational Context:

Patterdale Hall Estate is situated in Patterdale, 1 miles south of Glenridding. The Estate is owned by YMCA North Tyneside, a charity that works to transform the lives of young people in the North East. Surplus (profit) from the Estate's business goes to support YMCA North Tyneside's charitable work.

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To support the Estate's Operations Manager is the delivering of excellent standards of customer service: day-to-day contact with guests including bookings and enquiries, standards of cleanliness and maintenance within self accommodation units and our caravan site, as well as helping to promote the business through social media and email marketing, and routine administrative tasks.

Main Duties & Responsibilities:

To support the work of the Operations Manager:-

- Manage and dealing with booking enquiries and general day-to-day communications with all guests and customers



- Update and maintain the booking database, ensuring payments are received and guests are kept informed about their bookings
- Manage the Housekeeping and Cleaning Staff to ensure that the properties are cleaned and presented to a high standard at all times
- Ensure the Maintenance Person performs relevant and timely repairs to properties
- Ensure that the Grounds Team keeps the lawn, beds and car parks attractive and well kept
- Ensure that all cleaning materials, tools and sundries required to deliver housekeeping, cleaning and maintenance are in stock
- To contribute to the promotion of the business primarily via social media and email marketing
- To gather feedback from guests and look for ways to improve on customer experience in the future
- Processing invoices to be sent to Finance in a timely and effective manner
- Proactively identifying issues that could adversely affect a guests stay and helping to solve problems before they happen

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure.

Equal Opportunities:

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

