

R A B Y

Job and Person Specification

Job Title:	Raby Estate Receptionist
Reports to:	Sales and Marketing Manager
Location:	Raby Castle, Park and Gardens
Hours:	Monday to Sunday working 5 in 7 days, with some evenings, weekend and bank holiday work to suit the needs of the business
Job Ref:	VA163-2024

Purpose of Job

Raby Estates is an incredibly busy, fast paced organisation dealing with a huge volume of customer interactions.

The estate not only manages vast areas of land, property and farms but has a very busy Leisure and Tourism portfolio, including Raby Castle and High Force waterfall.

The Estate Receptionist will be expected to undertake key tasks in order to assist the whole estate and to ensure the smooth day-to-day running of the business.

This is a pivotal role, responsible for communication both internally and externally across the estate. The various estate departments are very busy and geographically distanced therefore the successful candidate will need to find creative ways to ensure regular communication flow.

This is a busy role with lots of variety requiring good customer service and administrative skills.

Queries are received from members of the public on a daily basis relating to the diverse activities the estate is involved in including Leisure and Tourism attractions, property rentals, finance enquiries and much more. An interest in the varied nature of the estate and a passion for delivering the very best service at first contact with Raby, are a must.

The successful candidate will have a good telephone manner and must be competent with Outlook, Word, Excel & PowerPoint. The ability to work on your own initiative, as well as being part of a team and being able to communicate well with others at all levels in a helpful and professional manner is essential.

Key Tasks and Responsibilities

- Handling telephone enquiries through the estate switchboard, resolving customer queries and recording messages accurately.
- Receptionist duties across the whole estate.
- General administration duties.
- Work daily with Microsoft Office, preferably Office365.
- To provide administrative and clerical support to the Leisure & Tourism team as well as other departments on request.
- To be fully aware of customer confidentiality in accordance with the Data Protection Act.
- Coordinating and hosting visitors attending meetings.

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- The ordering of all office supplies for the Company.
- Filing and archiving.
- Any other duties as and when required.
- Interaction with all departments to remain up to date of activity in all areas.
- Liaison with marketing team, to provide updates on activity across the estate.

This list is not exhaustive, and you will be required to carry out any other reasonable tasks arising from time to time.

Skills Required:

- Excellent customer service skills.
- Flexible approach to duties undertaken.
- Ability to work within a team or on own initiative as required.
- Effective communication and organisational skills.
- Ability to grasp new technologies.
- Honesty and a high level of integrity.
- Enthusiasm and capacity for hard work.
- Attention to detail.
- Systematic and cheerful approach with a 'can do' attitude.

Key Requirements:

Knowledge/Experience:

- 1-2 years' experience in a similar role would be preferred.
- A passion for the diverse activity of a busy estate.