



## THE ISLE OF GIGHA HERITAGE TRUST

<b>Job Title:</b>	Campsite Assistant
<b>Start Date:</b>	June 2023
<b>Reports to:</b>	Campsite Manager
<b>Salary</b>	£10.90/hour
<b>Work Pattern</b>	Part time: 15 hours/week
<b>Contract length</b>	Temporary: The contract will run until mid-September
<b>Location:</b>	Gigha Camp and Motorhome Site, Ardmish, Isle of Gigha
<b>Job Purpose:</b> to support the Campsite Manager in the running of the Campsite	
<b>Core Responsibilities:</b>	
<p>The Campsite Assistant will provide support to the Campsite Manager during busier hours and run the campsite on days when the Campsite Manager is not working. It is expected that the work pattern will be one weekday split shift (8.30am-10.30am, 2.30pm-6.30pm) with overnight on-call cover, and 2 afternoon shifts on Fridays and Saturdays. However, there is some flexibility to these hours and it may be possible to adapt to meet the needs of the successful candidate. There may be additional hours available in order to cover Campsite Manager annual leave.</p>	
<p>Main tasks will include:</p>	
<ul style="list-style-type: none"><li>- Checking in guests, welcoming them to the island and providing visitor information.</li><li>- Helping guests to enjoy their stay by providing support on the campsite if required.</li><li>- Responding to enquiries via telephone, email and social media</li><li>- Managing bookings</li><li>- Taking payments and handling cash</li><li>- Maintaining cleanliness and health and safety standards onsite at all times, including litter picks and bin management</li><li>- Being on call in case of urgent issues at the campsite for one 24-hour period across the week</li><li>- Maintaining compliance with the General Data Protection Regulation 2018.</li></ul>	
<p>In addition, the Campsite Assistant may also be required to:</p>	
<ul style="list-style-type: none"><li>- Undertake cleaning of the showers, toilets and wash-up area</li><li>- Strim, mow and maintain landscaping of the campsite</li><li>- Work with the Campsite Manager to address maintenance issues</li></ul>	
<p>These are the core responsibilities for this role and is not an exhaustive list. The post holder will be required to undertake any other tasks as requested.</p>	
<p>The successful applicant will be required to undertake a Disclosure Check under the PVG Scheme.</p>	



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### Person Specification

These are the skills, experience and qualifications required to undertake the role

#### Essential

- Relevant experience of working with visitors.
- High levels of confidentiality and discretion.
- Excellent interpersonal skills, both verbal and written.
- Ability to work with different types of people and build a positive rapport.
- Ability to work on their own initiative without day-to-day supervision.
- Ability to solve problems and effect solutions within a small team environment.
- Work to high standards of Health and Safety.
- Demonstrate a professional positive and personable manner.

#### Desirable

- Experience of working in a customer service or hospitality environment
- Cash handling experience and / or use of card payment systems
- Work effectively and flexibly in a small team.

**Please note that this position does not include accommodation or a staff pitch on the campsite.**

Please direct any queries to [campsite@gigha.org.uk](mailto:campsite@gigha.org.uk)