



**LOW MILL OUTDOOR CENTRE**

Dedicated to the development of people through outdoor adventure and learning



**Applicant Information Pack  
Customer Experience Manager**

## Hello, can you help us?

We are Low Mill Outdoor Education Centre, we are a small outdoor centre nestled in the heart of the Yorkshire Dales National Park here in Askrigg in Wensleydale. Prior to the pandemic we had a thriving centre working with around 1500 young people a year from across the region. Our aim is simple, to offer high quality residential outdoor experiences that develop key skills in the young people we work with.

As we look to reopen at a time where our services are never more needed by young people we are seeking a brand new team to reanimate the centre supported by a dedicated and engaged team of trustees.

Sound interesting? Find out more about Low Mill and our aims by visiting our [website](#) then if you fall in love with this great centre in this amazing location read on to find out more about the role.

## You'll be enabling young people to have life changing experiences, but what's in it for you?

- Opportunities to learn and develop.
- Being part of a new team eager to make a difference.
- The option to live in a shared house on site.
- 28 days holiday per year including public holidays.
- Work in the Yorkshire Dales National Park, a fantastic location for outdoor adventure and sports.

## About the Role

|                        |                                                                           |
|------------------------|---------------------------------------------------------------------------|
| <b>Responsible to:</b> | The Trustees, an individual line manager will be assigned on appointment. |
| <b>Term:</b>           | Permanent                                                                 |
| <b>Salary:</b>         | £34,000 per annum                                                         |
| <b>Hours:</b>          | 40 hours per week                                                         |

## What's Expected?

This role comes in two parts. Firstly, you'll be responsible for all the things that happen inside the centre behind the scenes that ultimately leads to all our visitors having clean, warm, safe accommodation and full bellies at the end of each day. Secondly front of house you'll be the first point of contact for anyone contacting the centre, taking bookings and supporting our customers through to the point they leave and hopefully rebook to start the whole process again.

You'll build a strong relationship with customers, contractors and the community whilst keeping an eye on our budget and customer feedback.

This isn't just about doing the day to day though, there is an opportunity to work with the Chief Instructor and the trustees to dream big and help us develop the centre and what it offers as we look to thrive in this next phase of Low Mills existence.

We are ultimately looking for someone with awesome customer service skills who is highly organised and is as passionate as we are about getting young people into the great outdoors.

## **Key Accountabilities**

- Provide helpful, supportive, and friendly service.
- Process new booking enquiries, securing bookings to make best use of Low Mills resources.
- Work with our customers in the lead-up to their visit, to ensure we meet their needs and that the rest of the Low Mill team have all the information they need.
- Gathering feedback and securing repeat bookings.
- Maintain accurate records of our customers and bookings, allowing us to deliver our services, carry out accurate reporting, and meet our data protection obligations.
- Balance customer needs and expectations, our operational capacity, and our income targets to ensure every group has a great experience.
- Assist with work to market Low Mill, in order to increase awareness, generate revenue and grow Low Mill.
- Monitoring and managing our social media presence.
- Line management of the the Cook.
- Manage relationships with key contractors including but not limited to cleaning contractor and local tradesmen.
- Maintain strict confidentiality and data protection standards when dealing with personal details and privileged information.
- Undertake basic compliance checks around the building and maintain appropriate records.
- Liaising with the bookkeeper to ensure banking is completed and all transaction with customers accurately recorded.
- Carry out other customer service and administrative tasks as required, commensurate to the role.

# About you

## Skills and abilities

- Excellent customer service and interpersonal skills.
- Highly effective written and verbal communication.
- Attention to detail and organisation skills.
- Good computer literacy with experience using Office applications and tools.
- Ability to plan and prioritise own workload.
- Ability to problem solve and deal with complaints.
- Ability to collaborate and think beyond the obvious.

## Knowledge, experience and qualifications

- Prior experience in outdoor education, residential centres or a related industry (e.g. hospitality or education).
- Prior experience in providing high-quality customer service from initial enquiry to after care.
- Experience of line management.
- Experience managing contractors.
- Used to working with budgets.

## Personal qualities

Shares our values. We are a values driven charity; so an ability to collaborate and cooperate with others is going to be first and foremost.

We trust our team to do what they do, so being self-motivated and comfortable managing your own workload will be essential.

Positive and proactive – able to embrace change, challenge and opportunities.

A belief in our work to make a difference to young people.

## Safeguarding young people

As a youth focused organisation, applicants agree to comply at all times with the safeguarding rules including vetting and Basic/Enhanced DBS checks.

## How to apply

Please apply by submitting a CV and covering letter by email to [info@lowmill.com](mailto:info@lowmill.com) by midnight 25<sup>th</sup> November

Initial interviews will be held the week beginning the 5<sup>th</sup> December

If you'd like to find out more to see if this role suits you we'd be happy to have an informal chat with you, just drop us a line on the email above and we'll arrange a site visit, call or online meeting to suit.