



Office Administrator

Based at our estate office in Baston

Permanent / Part Time (12-16 hours per week)

Salary: £11.50p/h - Dependent upon experience

About the Role:

We are looking for an enthusiastic and vibrant professional to join our busy team. Having recently opened our hospitality and wedding venue we are seeking a spirited individual that will provide support to our sales and marketing teams with a variation administrative tasks. Would be well suited to someone that would like to grow with the role as the business expands.

Key Responsibilities:

- **Customer Service:** Greet customers warmly, answers the phone efficiently and with a positive, friendly attitude.
- **Create a Welcoming Environment:** Assist in ensuring all guests that visit us onsite feel comfortable and well taken care of throughout their visit.
- **Team Collaboration:** Work closely with your colleagues communicating effectively to meet customer needs.
- **Upselling and Recommendations:** Where appropriate to enhance the guest experience and increase sales.
- **Event Support:** Assist with events and special functions, ensuring everything runs smoothly and guests have a great experience.
- **Adhere to Safety Standards:** Follow all health and safety guidelines, always ensuring the safety of both clients and staff.

What We're Looking For:

- **Excellent Communication Skills:** Friendly, approachable, and confident in interacting with guests and team members.
- **Customer-Focused:** Passionate about providing outstanding service and creating a positive atmosphere for every visitor.
- **Team Player:** Able to collaborate and work well in a fast-paced, team-oriented environment.
- **Positive Attitude:** A "can-do" approach with a willingness to go the extra mile to make guests feel special.
- **Attention to Detail:** Ensuring the CRM system is accurate and up to date.
- **Essential skills:** Competent on Outlook, CRM experience preferred (full training will be given), Full UK Driving license.