

## JOB DESCRIPTION



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<b>Job Title</b>	Customer Service and Admin Assistant, Champing™
<b>Team</b>	Enterprise
<b>Location</b>	Home working
<b>Reports to</b>	Head of Enterprise
<b>Salary</b>	£12.50 per hour
<b>Duration</b>	Permanent
<b>Normal Working Hours</b>	Annualised hours – 952 hours per annum

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The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II\*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Champing™ is a unique brand extension of the CCT, and generates revenue through offering exclusive overnight stays in some of the UK's most iconic heritage buildings. It has grown organically since it launched 5 years ago, and attracts an audience of followers from all over the world. We now welcome guests at over 20 sites throughout our summer season.

### **Overall job purpose**

The Champing™ Customer Service Assistant will support the running of operations throughout the 2021 season. We are looking for someone to help support the operational running of the business, who can help oversee the booking process, look after customers, and deliver a fantastic experience.

### **Key relationships**

Head of Enterprise, Champing™ Development Officer, Champing™ Assistants, Local Community Officers (LCOs), local volunteers and customers.

## Key duties and responsibilities

Providing administrative support to the Champing™ team.

- Respond to Champing Assistants and deal with any issues arising (equipment purchase, maintenance, invoicing)
- Communicate updates and tasks to Assistants (water bottle date check, end of season inventory) and respond to queries
- Coordinate recruitment of new Assistants, advertise position locally and respond applications
- Coordinate set up with breakfast providers
- Respond to LCOs and add church bookings with note to our calendar
- Liaise with Regional Teams and Conservation Team regarding maintenance or surveys
- Communicate end of season actions to Assistants, update inventory log, key locations, and respond accordingly
- Ask Assistants returning next year for availability and update bookings calendar if holiday already scheduled
- Ask LCOs for next year church bookings, and update bookings calendar accordingly with note
- Order water delivery and empty bottle removal, log in order sheet
- Organise water dispenser sanitising schedule, and always before start of season
- Purchase equipment needed, save invoice and update expenses log
- Organise items for each church ready for distribution

Acting as the main point of contact for the Champing™ office by phone and email, responding to enquiries and seeking assistance when required.

- Respond to customer emails, mark if necessary and file accordingly
- Respond to Telephone enquiries and questions
- Respond to provisional bookings, make sure they know when and how to secure a booking and when the balance is due.
- Check this bookings for full payment and send out all booking document
- Liaise with the Finance team to process payments, update customer details and anytime info.
- Provide monthly updates to the membership team
- Send invoices to account holders.
- Provide weekly updates to church teams and breakfast providers
- Update gift voucher log
- Update customer feedback log and thank customer
- Keep email distribution lists and team contact details updated
- Source new or better equipment and providers, and set up accounts for discounts
- Set up customer feedback emails and collate information obtained
- Helping to coordinate the beginning and ending of our Champing™ season.
- Send out end of season thank you gifts to Assistants
- Coordinate equipment and items to be onsite for start of season and offsite at end of season
- Pull together reports as necessary.
- Contributing to providing content shared for our customer information, stakeholder updates, e-newsletter, website updates, and social media accounts.
- To provide any other support where required within the Enterprise team.

**N.B.** This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

## Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. We also expect our staff to share this commitment.

**Person Specification: Administrative Assistant, Champing™**

### Section 1. Top Essential Criteria

If you cannot provide evidence that you fully meet these criteria, your application will not be put forward for further shortlisting against the other criteria in sections 2 & 3.

	<b>Essential Criteria</b>	<b>How this will be assessed</b>
1	Experience at providing support to a team.	A
2	Experience at dealing with client or customer enquiries by phone and email.	A
3	Good IT skills, including use of Word, Excel and Outlook, Teams and other MS Suite applications.	A

### Section 2. Further Essential Criteria

	<b>Essential Criteria</b>	<b>How this will be assessed</b>
1	Excellent written communications skills, with a high level of accuracy	A
2	Excellent verbal communication skills, including the ability to communicate with a wide range of individuals and groups	I
3	Highly organised with the ability to manage time effectively	I

### Section 3. Desirable Criteria

	<b>Desirable Criteria</b>	<b>How this will be assessed</b>
1	Experience of working in the accommodation, glamping, or tourism industry	A/I
2	A willingness to travel, with a current driving licence is also desirable for attendance at sites around the UK.	I
3	Experience of writing content for the web and social media	A/I

## Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

## Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

## Employee benefits

- Membership of the Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- 20% staff discount on Champing at CCT sites

## How to apply

If you would like to apply for this role, please submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post. Please send your application to [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk).

The closing date for receipt of applications is **9am on Wednesday 20 April 2022**.

Interviews will be held on **Monday 25 April 2022 via Zoom**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk).