**Duty Manager**

**Start date:**  **February 2022**

**Fixed Term Contract to October 2022**

**Contracts:** **32-40hrs/week**

**Wage:** **£9.50/hr**

Mount Cook Adventure Centre is a not-for-profit organisation dedicated to providing access to the outdoors to all, especially young people and those would not otherwise have the opportunity. We have an exciting opportunity for hard-working, passionate and talented individuals who are looking for a challenge outside the standard 9-5 job! If you are a self-motivated, driven and enthusiastic person who can adapt to a wide variety of tasks in a fast-paced environment where no day is the same, then this is the job for you.

As Duty Manager, you will be the face of Mount Cook, delivering high quality customer service to our guests, cleaning communal rooms and setting up equipment in line with customer expectations. Being an active part of the team, our perfect candidate will work closely alongside the catering and housekeeping departments to deliver a World Class customer experience. Reliable and enthusiastic, you will have a positive ‘can do’ attitude with a strong emphasis on customer focus.

We expect our Duty Managers to be trustworthy and dependable with an ability to excel under pressure and by your own initiative but also, fit well as part of a growing team. Duties for this role will consist of, but are not limited to:

* Welcoming customers to the centre and being the first point of call for all questions
* Cash handling responsibilities when serving customers merchandise, drinks and food
* Stock takes of shop stock, snacks and beverages
* Undertaking guest reservations/ registrations both in person and over the telephone
* Handling administrative duties of a busy front office
* Maintain table setting by removing dirty dishes, sweeping, mopping
* Setting up meeting spaces in line with customer expectations as required
* Replenishing utensils, condiments and refilling beverages before and during meal service
* Assisting with meal service whilst being alert to patron spills or other special requests
* Cleaning the dining room, wiping tables and chairs after each meal service
* Overnight building security duties as a first point of call for emergencies

To thrive in this role, you will already possess:

* Exceptional communication skills and a genuine passion for customer care
* A confident, friendly and approachable persona
* A high standard of personal presentation with excellent attention to detail
* An ability to work well under pressure and competence in multi-tasking
* Sound knowledge of updated Windows software
* A good sense of humour is needed to mirror, what can only be described as, an enjoyable vibe from within the team!

Mount Cook Adventure Centre currently consists of a small, dynamic team who share a passion for success, working out of their comfort zone at times to ensure delivery of a World Class experience. This role may therefore require the undertaking of a variety of tasks in other departments within the operations of a busy residential centre.

If you feel like you have the passion and energy to be part of our fun team, then we look forward to hearing from you. This role is subject to a DBS check and in line with the requirement of the current immigration and asylum legislation. All applicants must be eligible to live and work in the U.K.

Please send your CV and covering letter to Lauren@mountcook.uk. We look forward to hearing from you!