

Tomintoul Hostel Limited

Hostel Manager Job Description – January 2019

Job title – Hostel Manager

Location – The Smugglers Hostel, Tomintoul

Employer – Tomintoul Hostel Limited, Glenlivet Estate Office, Main Street, Tomintoul

Report to – Development Manager

Description of business Situated in the Cairngorms National Park The Smugglers Hostel & Campsite is a key community project managed by Tomintoul & Glenlivet Development Trust and is a public facing part of the trust.

The hostel has 25 beds across 5 rooms including 2 en suite / private rooms and a small, tent campsite. It attracts visitors from all over the world who appreciate the wealth and diversity of attractions in the area. The Smugglers Hostel has gained a reputation for a warm and traditional Scottish welcome. The work of the Hostel Manager is supported by a dedicated team of volunteers. See website www.thesmugglershostel.co.uk

Purpose of appointment Tomintoul Hostel Limited is looking to recruit an effective, efficient Hostel Manager to deliver a high standard of customer care and support volunteers. The Hostel Manager will ensure that guests' expectations are met and exceeded to ensure the profitability of the hostel services in adherence to agreed budgets etc. This position will be for a fixed term until 27th October 2019.

Key responsibilities

1. Working as part of a small team to ensure a high standard of guest care is provided at all times
2. Taking bookings and managing the booking systems, receiving payments, keeping accounts and some stock control
3. Ensure a high standard of cleanliness throughout the hostel and immediate surround is maintained
4. Keeping accurate records and monthly reporting of bed nights and income to Local Development Officer
5. Maintaining and updating the hostel website and social media feeds
6. Comply with and act in keeping with policies and procedures and all relevant current legislation as reflected in the Smugglers Hostel & Campsite employee handbook
7. Actively encourage guest to give feedback on the services and facilities provided to ensure effective word of mouth promotion
8. Ensure all volunteers act in accordance with the policies and procedures and ensure training is provided

Qualifications, skills and experience

Ideally, candidates will have all or at least most of the following skills and experience

1. Recent experience in a similar customer facing, accommodation sector role
2. Experience of housekeeping to a high standard
3. Experience of using Microsoft Office including email, spreadsheets and word
4. Experience of using booking systems such as Booking.com and Free to Book
5. Experience of using social media to attract new business
6. Experience of working with volunteers including managing and delegating tasks, motivating and recognising volunteer input
7. Report writing, summarising and presenting financial and visitor information in visual format
8. Ability to manage day to day issues and use initiative to solve problems
9. Experience of preparing breakfast food packs
10. Attending team meetings and undertake other duties as required by Tomintoul Hostel Limited

Food hygiene certificate is essential, training / updating can be provided as part of your CPD

The role involves some physical activity including bed making and stripping and turning bunk bed mattresses

Hours Expected hours are between 35 hours per week but may vary depending on business needs. Additional hours may be required but are at the discretion of the line manager and weekend working is a requirement of the job.

Salary up to £10.20 p/h dependent on skills and experience

Annual Leave There is an annual leave allowance of 20 days per annum pro rata, in addition, all staff receive 8 public holidays per annum pro rata.

Application Process To apply for the position of Hostel Manager please complete an application form. CV will not be accepted.

Closing date for receipt of applications is 5pm Friday 28th January 2019, anticipated start date 11th March 2019

Additional Information For informal enquiries regarding this position please contact Oliver Giles – Development Manager Tomintoul & Glenlivet Development Trust 01807 580760.