

Guest Experience Advisor

Join us at an exciting time in our growth as we continue to expand our services across Norfolk!

Norfolk Holiday Properties is a trusted self-catering accommodation agency for holidays and business trips across the county. We're a young but growing company looking for a **Guest Experience Advisor** to join our team based in Norwich.

There has never been a better time to join the UK's flourishing holiday market. You can expect your time at work to be fun, varied and challenging. Our small team means you will take on a range of responsibilities, with opportunities for your role to evolve as we continue to expand.

What's involved?

- Management of guest bookings including responding to enquiries, booking requests and processing payments. It'll be your job to ensure our guests are informed and ready for their trip (before, during and after).
- Answering inbound phone calls.
- Help deliver our services to a high standard ensuring both guest and homeowner satisfaction.
 - Build and maintain close relationships with our owners.
 - Communicate proactively with guests.
- Resolve on site issues during guests stays. Common examples are guest queries regarding central heating controls, TV settings or tripped fuses.
- Creating and sourcing content to post to all company social media channels. Hopefully you know your way around hashtags and Instagram filters!
- Build and maintain relationships with external companies vital to the delivery of our services such as cleaning and maintenance.
- Help keep property descriptions and information on our website listings up to date.
- Expecting the unexpected! Quick thinking and problem solving are integral to our business and you'll need to be ready to spring into action to stay on top.

Our ideal team member...

To work with us in this role there are a few skills and experiences we have in mind, but more than anything, we are looking for a team player who puts their heart into their work and is excited by the prospect of being part of a young and vibrant company.

- Experience in a customer service role.
- Has an excellent telephone manner and a clear idea on how to deal with customer escalations.
- Organisation skills! You're the kind of person who likes to keep your inbox flagged, starred and filed to perfection.
- Can work without supervision. On quieter days you'll be proactive – reaching out to our guests, posting on our social media, conducting cleaning spot checks at properties and anything else you can think of.
- Has a keen eye for detail. Show us you spotted this and mention your favourite place in Norfolk in your application!
- Has knowledge of the local area and the tourism industry in Norfolk.
- You must be versatile and flexible. We're a small team and so you'll need to be prepared to jump into a range of tasks with both feet whenever needed. Always expect the unexpected!

Terms

- £19,000 salary PA.
- 37.5 hours per week. Some Saturday's 10am – 4pm (rota basis, usually working from home) to be included as part of your normal working week, occasional on call cover out of hours.
- 22 days holiday per year, plus statutory bank holiday days, plus your birthday!
- Contributory pension scheme.
- A full driving license and own vehicle is essential. Mileage is paid.
- Usual place of work is our office in St Georges Works, Norwich.
- Opportunities for progression and development

We're hiring!



Application

Excited? If you're an ambitious and self-motivated individual, we want to hear from you!

To apply, send your CV and covering letter to sascha@norfolkholidayproperties.co.uk outlining why you are right for the position. If you'd like to chat about the role, please don't hesitate to contact us in the strictest of confidence. We can't wait to hear from you.

Application closing date: 12th November 2021 5.30pm