



**Job Description:** Accommodation and Venue Manager

**Reports to:** Jakie Jewell, CEO

**Salary:** Competitive salary based on skills and experience

**Contract:** Permanent, full-time

### **About Us**

Children's Sailing Trust is a charity based in Cornwall that offers access to sailing and watersports to local primary-aged children, as well as young people with additional needs. We are passionate about using these activities as a tool to develop confidence, competence and resilience, enabling participants to reach their full potential in life. One of our key beliefs is that all children and young people should have the same opportunity to learn sailing and watersports, irrespective of financial challenges, disabilities or special educational needs.

Our charity is a growing organisation and opened its second location and HQ in late 2021, a converted freshwater serpentine quarry on The Lizard peninsula. Complementing our activities on the Helford River, Trevassack Lake is open to the general public as a Centre of Excellence for Watersports, enabling us to offer more to a wider range of participants from ages 6 to 106, with specialist equipment that allows watersports opportunities for all. With 6 luxury holiday properties, a venue building and our latest venture, the lakeside café, CST Trading C.I.C. manages the commercial operations at Trevassack Lake, with all profits reinvested to support the long-term sustainability of the Charity.

**It is our ethos that everything we offer is available to all abilities, working hard to ensure that we are not only fully accessible, but fully inclusive, too.**

### **Job Purpose:**

Accommodation and Venue Manager is responsible for the day-to-day sales and operations of accommodation, facility and event-related services under CST Trading C.I.C., the commercial arm of the Children's Sailing Trust. This role ensures high standards of service delivery, promotes event sales, maintains health and safety compliance, manages budgets and provides a comfortable, safe and efficient environment for staff, guests, clients and visitors. By managing these key commercial operations, the role directly supports the Charity's mission of creating sustainable income streams to fund its charitable activities.

## **Key Responsibilities:**

### **Accommodation Management:**

- Oversee all aspects of accommodation services, including sales, ensuring a high standard of cleanliness, maintenance and guest satisfaction.
- Manage bookings, guest check-in/check-out processes, ensuring smooth and efficient operations.
- Monitor guest feedback and work with team to resolve any issues or complaints.
- Manage inventories.
- Prepare reports on occupancy rates, bookings and revenues.
- Develop and maintain relationships with clients, agencies and other relevant stakeholders to promote accommodation services.

### **Facilities Management:**

- Ensure all facilities, including buildings, grounds and equipment, are well-maintained and meet health and safety standards.
- Manage maintenance schedules and ensure prompt action on any repairs or improvements.
- Oversee contractors and service providers, ensuring work is carried out to agreed standards.
- Implement energy-saving initiatives and sustainable practices to reduce environmental impact.
- Ensure compliance with relevant legislation, including fire safety, health and safety and security protocols.
- Ensure risk assessment are written and in place

### **Event Management and Sales:**

- Actively promote and sell Trevassack Lake's event spaces, generating new business opportunities through client outreach, marketing efforts and partnerships.
- Oversee the planning, management and execution of events, ensuring all client requirements are met to a high standard.
- Work with clients to understand their event needs, provide tailored solutions and ensure a smooth, seamless event experience.
- Develop and implement marketing strategies to promote event spaces, increase bookings and maximise revenue.
- Ensure that event bookings, contracts and payments are managed efficiently.
- Manage budgets for events, providing cost estimates and tracking expenses to ensure profitability.

### **Budget and Resource Management:**

- Manage the accommodation, facilities and events budgets, ensuring cost-effective use of resources.
- Monitor and track expenditure, preparing regular reports for Directors and Trustees.
- Source and manage suppliers and negotiate contracts for both accommodation services, events, maintenance and facilities supplies.
- Assist with preparing financial forecasts and business plans for accommodation services.

### **Team Leadership:**

- Lead, motivate, and manage the accommodation, facilities and events team, providing training and support as required.
- Create staff schedules, ensuring adequate coverage for accommodation and events, including weekends and holidays.
- Conduct performance reviews and support staff development, ensuring high performance and continuous improvement.
- Ensure staff adhere to policies, procedures and standards in line with company expectations.

### **Person Specification:**

#### **Essential:**

- Proven experience in accommodation or facilities management, with significant exposure to event management and sales, ideally in a hospitality or service-oriented environment.
- Strong sales and negotiation skills with the ability to generate and close event bookings.
- Excellent organisational, multitasking, and project management abilities.
- Strong knowledge of health and safety regulations, fire safety, and general facilities management principles.
- Experience in budget management, forecasting, and reporting.
- Proficiency in using property management systems, event booking systems, Microsoft Office Suite, and other relevant software.
- Exceptional communication and interpersonal skills with the ability to build strong relationships with clients, staff, and suppliers.

#### **Desirable:**

- Relevant qualifications in hospitality management, event management, or facilities management.
- Experience with marketing and promoting event spaces to drive sales.
- Familiarity with sustainability practices in facilities and event management.

#### **Additional Information:**

- The role may require flexibility with evening, weekend, or on-call duties, especially during events and peak seasons.

#### **Children's Sailing Trust Benefits:**

- **Unbeatable location** on the Lizard Peninsula with free parking.
- **Supportive, family-friendly** working environment with flexible and hybrid working options considered.
- **Discounted watersports** for staff.
- **Discounted café purchases** for staff.
- **Fully accessible** work venue for all.

- **Fun team culture**, including team days and social events.
- **Commitment to staff development**, offering on-the-job training in First Aid, Fire Warden, Health and Safety, Safeguarding, and even powerboats!

**Start Date:**

As soon as possible

**How to Apply:**

Email CV with covering letter highlighting your key experience relevant to this role to:

**[jakie@childrenssailingtrust.org.uk](mailto:jakie@childrenssailingtrust.org.uk)**

or post to Jakie Jewell, Children's Sailing Trust, Trevassack Lake, Garras, Helston, TR12 6LH

**Closing Date:**

31st October 2024

Please note that the position may close earlier if a suitable candidate is found.

**Interviews:**

Interviews will take place after reviewing successful applicants' submissions, either at Trevassack Lake or online. Please let us know if you have any accessibility requirements for attending the interview.