Application Pack



Thank you for your interest in this role; the following information may help you with your application. For more details about our work please see our website: www.bfadventure.org

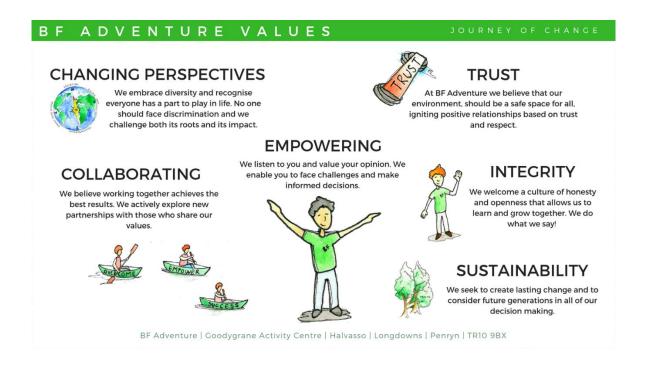
What you need to know about us:

Via Ferrata Cornwall (launched by BF Adventure) is an award-winning outdoor adventure centre offering unique activities, from Via Ferrata, to Zip Wire Safari, watersports, rock climbing, archery, campsite and more. Offering participants so much more than just an adrenaline rush, these adventures are designed to provide the opportunity to conquer fears, support each other, push their limits and feel a real sense of achievement, with fun at the heart!

All profits from Via Ferrata Cornwall benefit the work of the charity BF Adventure, and BF Adventure's vision and values are at the heart of everything we do:

BF Adventure was established 30 years ago and we have developed a 60-acre activity site together with a highly skilled team to deliver flexible programmes of inclusive, adventurous outdoor activities for children, young people and their families. The Goodygrane activity site has four water-filled granite quarries set in woods and heathland where we offer an exceptional range of accessible activities, embedded into accredited programmes as appropriate. Our core motivation is to use this fantastic outdoor environment to positively influence the physical and mental wellbeing of children and young people. BF Adventure and Via Ferrata Cornwall employ a highly motivated team of permanent staff including instructors, management support and volunteers, plus a flexible bank of part-time and seasonal instructors.

Our Values:



BF Adventure TR10 9BX www.bfadventure.org 01326 340912 Charity number: 1071862

Job Description





Term: 01/07/2023 – 31/08/2023

Salary Level 2: £18,965 pro-rata

Hours: 35 hours per week (5 x 7 hour days, evening and weekend work will be

required, standard days work would be Friday, Saturday, Sunday and

Monday)

Responsible to: Via Ferrata Manager

Supervisory roles: None

Job Outline:

This front of house role is fundamental to the success of the organisation as the receptionist is often the first person that visitors and young people meet when they arrive on site. As such all visitors should be met with professional warmth. The main purpose of the role is to support the via ferrata programmes over the summer. Additionally, the role includes the use of online systems to manage invoices, some basic financial information input and collation of people information. Checking guests into the campsite or onto activity sessions, helping out with some cleaning duties and acting as campsite warden are also key parts of the role.

Main Tasks (not exclusive)

- Meeting and greeting of customers booking on all Via Ferrata sessions
- Meeting and greeting drop in customers, advising and booking people onto a variety of courses
- Responding to phone calls and leading on following up on answerphone messages
- Monitoring and responding to emails
- Meeting and greeting public campers and introducing them to the site and dealing with every day questions campers may have
- Printing off reports for delivery staff as and when required
- Managing the paperwork from sessions including collation, scanning and uploading of documents
- Supporting with cleaning of office, toilets and other buildings as required
- Supporting with other tasks such as cleaning of Via Ferrata gloves, preparing equipment for sessions and supporting delivery staff on sessions (within your skill level and training)
- Supporting with lunch time cover as and when required
- Coordinating with the Via Ferrata manager on a regular basis
- Campsite warden duties as required

Due to the varied and ever-changing nature of operations at BF Adventure you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate the smooth running of activities

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01326 340912 Charity number: 1071862 *(within your level of experience, training and capability)



Person Specification

Personal Characteristics

- Understanding Via Ferrata Cornwall's key role in supporting BF Adventure's mission, objectives and values
- Flexible and able to work well as part of a team with a good sense of humour
- Rigorous attention to detail and accuracy, particularly in data and confidential information handling and record keeping.
- Ability to work under pressure and to deadlines whilst remaining calm
- Develops new and innovative ways to improve operations of the organisation
- Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Anticipates, understands and responds to the needs of clients and volunteers.
- Able to work effectively under pressure including the ability to prioritise own workload in a team setting
- The ability and willingness to work flexible hours

• Experience / Skills

- Experience of the customer service industry
- A good level of computer skills/literacy Microsoft 365, Microsoft Word, Outlook and Excel in particular
- Experience of provision of customer service
- Excellent written and verbal communication skills
- Excellent interpersonal skills friendly, tactful and diplomatic
- Awareness of health and safety issues within the workplace
- Excellent organisational and planning skills.

Desirable

- Hold a current, clean driving license and have a car available for business use
- Experience of IT troubleshooting
- Administration and secretarial qualifications

Via Ferrata Cornwall & BF Adventure are committed to safeguarding children, young people and vulnerable adults. We can only accept applications through our application form and the successful candidate will be required to complete an enhanced DBS check.

What next:



- Please complete the Application Form and the Equal Opportunities Monitoring Form. These forms
 can be found on our website. The deadline is 5th June.
- You can use either the online version of the Application Form or the Word version
- If you choose to use the Word version please save in the following format: Your name receptionist application date and email the form to jobs@bfadventure.org with the email subject Receptionist Application.