

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 CIC (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 benefit the work of the charity BF Adventure, and BF's vision and values are at the heart of everything we do:

BF 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 and VF 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 VALUES
JOURNEY OF CHANGE

CHANGING PERSPECTIVES



We embrace diversity and recognise everyone has a part to play in life. No one should face discrimination and we challenge both its roots and its impact.


TRUST



At BF Adventure we believe that our environment, should be a safe space for all, igniting positive relationships based on trust and respect.


EMPOWERING

We listen to you and value your opinion. We enable you to face challenges and make informed decisions.




COLLABORATING

We believe working together achieves the best results. We actively explore new partnerships with those who share our values.




INTEGRITY

We welcome a culture of honesty and openness that allows us to learn and grow together. We do what we say!



SUSTAINABILITY

We seek to create lasting change and to consider future generations in all of our decision making.



BF Adventure | Goodygrane Activity Centre | Halvasso | Longdowns | Penryn | TR10 9BX

Job Description

Post Title: Via Ferrata Cornwall Receptionist and Warden

Salary Level 2: £20,784 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 VF sessions
- Meeting and greeting drop in customers, advising and booking people onto a variety of courses
- Responding to phone calls and lead on following up on answerphone messages
- Monitor and respond to emails
- Meeting and greeting public campers and introducing them to the site and dealing with every day questions campers may have
- Printing off of reports for delivery staff as and when required
- Managing the paperwork from session 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 VF manager on a regular basis
- Campsite warden and cleaning duties as required

Due to the varied and ever-changing nature of operations at Via Ferrata you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate operations *(within your level of experience, training and capability)

Person Specification

Personal Characteristics

- Understanding VF'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 deadline 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
 - Enthusiastic about the outdoors
 - 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

What next:

- Please complete the Application Form and the Equal Opportunities Monitoring Form. These forms can be found on our website.
- 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