



## Job Description

### Job title

Accommodation Manager

### Hours of work

This role is based on an annualised hours contract of 1,095 hours per year, which equates to an average of 21 hours per week. There will be periods where the post holder may be required to work more than 21 hours in a week, and other periods where fewer than 21 hours are worked.

### Salary

£31,850 FTE (£19,110 pro rata 0.6 FTE/21 hours)

### Location

Glengarry Forest Cabins, Glengarry Community Woodland, Invergarry, PH35 4HG

### Reporting to

Development Manager

### How to apply

To apply, please send a current CV and letter outlining how you demonstrate the required criteria to Tom Cooper at [tom@glengarry.org.uk](mailto:tom@glengarry.org.uk)

You can contact Tom at the above email address for an informal discussion about the post prior to applying.

**Closing date for applications:** 5pm Wednesday 8<sup>th</sup> April

**Interviews to be held during week beginning:** 13<sup>th</sup> April

### About the Role

Glengarry Community Development Trust is a community-led charity that manages land for the benefit of local people and visitors. In 2023 we began constructing six off-grid forest cabins to create sustainable income to support the Development Trust's community and environmental objectives. We have now reached the exciting stage of opening the business and recruiting for this key role, which will be central to its success. Glengarry Forest Cabins is scheduled to open in spring 2026.

We are looking for a practical, organised and welcoming person to help run our forest cabins, amenity building and other site facilities. The role combines coordination of bookings and cleaning staff, housekeeping and visitor support. The post holder will help ensure visitors feel welcome,



facilities are well cared for, and income is generated to support the long-term sustainability of the organisation and its community projects.

## **Purpose of the Post**

To coordinate the day-to-day operation and presentation of the Glengarry Forest Cabins and the site as a whole, ensuring they are clean, safe and welcoming and ensure the guest's experience is of paramount importance. The post holder will also coordinate communication with guests, dealing with enquiries relating to bookings or ongoing stays. The role also entails managing the rota for and supervising other cleaning staff.

## **Key Responsibilities**

### **Visitor Welcome & Business Representation**

- Provide a friendly and informative welcome to visitors
- Respond to booking enquiries and general questions
- Support a positive visitor experience
- Respond to feedback and online reviews where appropriate

### **Facilities & Housekeeping**

- Oversee cleanliness and presentation of cabins, amenity building and outdoor areas
- Carry out cleaning on changeover days when required
- Induct, supervise, support and guide cleaning staff
- Maintain and update cleaning procedures and checklists

### **Operations & Coordination**

- Maintain booking diary and monitor booking systems
- Arrange cleaning cover when needed
- Participate in shared duty phone cover
- Assist with updating visitor information



### **Safety, Caretaking & Compliance**

- Carry out routine safety checks (fire alarms, smoke detectors etc.)
- Monitor equipment and supplies
- Report maintenance issues promptly
- Use own initiative to develop and refine systems and processes
- Contribute to site maintenance e.g. firewood stocks, path clearance

### **Desirable skills and experience**

- Excellent interpersonal skills
- Reliable, organised and able to work independently
- Good communication skills and attention to detail
- Ability to contribute to social media and newsletters
- Previous experience of dealing with the public
- Experience in community, hospitality or caretaking roles is desirable
- Experience of cleaning/housekeeping
- Experience of supervising staff
- Excellent attention to detail and accuracy
- Strong organisational and time-management skills
- Ability to work both independently and as part of a small team

### **Term and Conditions**

This is a fixed term contract for 12 months. The post may be extended subject to funding.

**Salary:** £31,850 FTE (£19,110 pro rata 0.6 FTE/21 hours)

Salary will be paid monthly by BACS

**Pension:** Salary includes a 3% employers pension contribution