



Elmore Court

ENGLAND

January 2024

Treehouse and Re-Wild Things Manager

About the Job

Elmore Court is an award-winning wedding and events venue in Gloucestershire with a family history going back nearly 750 years. Its current owners have transformed the house into a place for celebration and festivities that has a wonderful contrast between genuine heritage and cutting-edge contemporary design. We recently celebrated our 10th Birthday as a wedding and events venue and in the last few years have been bringing land on the surrounding estate into a more sustainable way with rewilding and regenerative farming and in early 2023 opened 6 bespoke and luxury treehouses.

As the business and whole exciting venture expands, we are looking for a dedicated Manager to embrace our “RewildThings” project, by driving Treehouse bookings but also enhancing guest experiences whilst here by using our Estate grounds more. This role will also involve extensive input and exposure to our sustainability projects and will require you to drive that ethos throughout our other wider businesses.

You will need to work closely as part of the team here and will be needed for weekends & evenings as required, to be able to provide guest support and assistance during busy periods.

Key Duties and Responsibilities

- Monitor Treehouse bookings and availability within Cloudbeds PMS and through the portal with our partner ‘Canopy and Stars’.
- Monitor the Treehouse email account, to respond to any enquiries (along with the Elmore Court Sales Team)
- Ensure all bookings have signed T&C’s & pre-arrival information as necessary within AKIA Guest Portal
- Producing weekly check-in report, denoting wedding guests and leave in Gun Room for night staff
- Manually inputting reservations for Wedding guests as required (along with the Elmore Court Sales Team)
- Conduct post stay survey analysis and review any feedback as needed, to ensure any defects are corrected in a timely manner
- Ensure that all food & drink orders are processed from AKIA and delivered via the Elmore Court Operations Team
- Identifying any areas for possible revenue streams, including package offers and upsells
- Arrange, design and work on wider estate offering for our guests particularly around wild swimming, wellness and nature walks and similar
- Maintaining stock levels of equipment and consumable items (i.e, tea, coffee, sugar, salt, pepper and olive oil) which are available in every treehouse prior to arrival
- Regular inspections of all treehouses, to identify any damage and create planned preventative maintenance schedules & tasks as required

- Check the wild swimming area, prepare sauna and potentially co-ordinate and arrange wild swimming working with Wix website booking platform
- Working with our Marketing team to ensure social media content is relevant and updated constantly

Qualifications

- Fire Warden & First Aid Training preferred
- Open water Coach or Lifeguard qualification preferred (we may offer training if not)

Experience/Knowledge preferred (but not essential)

- Previous experience in working within the Hospitality industry
- Previous experience working with a Property Management System & with booking engines (OTA)
- Knowledge & passion for rewilding and sustainability, and up to date knowledge
- Great communicator
- Experience and enthusiasm for nature, wellness and wild swimming

Skills / Abilities

- Computer literacy essential
- We use Apple Computers and devices so knowledge of that is vital
- Love and passion for local and sustainable lifestyles.
- Ambitious, organised and able to work to deadlines.
- Good time keeping
- Smart appearance
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues
- Embrace the opportunity to work at a unique and exciting venue
- Prepared to work weekends when needed
- Gregarious, diplomatic and the ability to work under pressure
- You will need to hold a driving license and have your own car as public transport connections are almost non-existent

Salary and hours

This is a full-time role (ie 5 days a week) and working hours are generally normal working hours.

Starting salary will be circa £32k. You will be eligible for discretionary bonuses.

Start date

We are hoping to fill this position as soon as possible!

How to apply?

Please email a covering letter and CV to work@elmorecourt.com

If this sounds like you then please apply.

We have a great team and are really looking forward to some new folks to join us!