



## **Change House Coordinator 18+ Hours Evenings and Weekends**

### **About the role:**

Are you interested in working for one of the most iconic visitor attractions in the Southwest? This is a delightful opportunity for an individual to join the busy team at St Aubyn Estates on a part time basis in a permanent position.

- This role will have a focus on providing seasonal support across the Island. The responsibilities include but are not limited to: To provide a warm welcome to all visitors, guests, contractors and customers.
- Through service excellence, ensure all enquiries are handled promptly and professionally.
- Manage all communications and general enquiries through the Change House seeking the correct information to ensure a smooth operation for all parties.
- With the Boat Dept. Manage transport and logistics to and from the island.
- When requested, make communication with island residents and wider community to ensure all relevant information is passed on to the correct people.
- Assist department heads with general administration and any other tasks reasonably requested to ensure the smooth running of the island.
- Monitor all boat / amphibcraft activity. Maintain an accurate passenger log for each trip (7 days a week during winter months).
- Maintain accurate records of transport bookings, on site contractors, village tour attendance, any other records that are useful to the smooth running of the island.
- Ensure the 'signing in' system of commercial visitors is consistently adhered to kept up to date. Reporting any persistent neglect of this system to the H&S Manager and relevant line manager.
- Ensure the Change House is well maintained and presented to the highest standards. Recording and reporting any faults or problems to the line manager and completion of the maintenance list.
- Understand the role the Change House plays during emergency situations and ensure you have the knowhow and confidence to fulfil this role.
- Monitor island activity and immediately report any suspicious activity to line manager.
- Continually develop and maintain a full understanding of St Michael's Mount, the St Aubyn Family, island life and the visitor business.
- Proactively gather up-to-date information on events taking place on St Michael's Mount.
- Manage the booking system for our access solutions
- Record and manage 'Lost Property' following the correct company policy and documents.
- Handle and distribute Post and correspondence with discretion and awareness to sensitive information.
- Assume responsibility for general admin and data entry tasks for the benefit of the visitor business on St Michael's Mount and / or the wider estate.
- Act as a 'check point' for all vehicles arriving on the island. Challenge any unauthorised vehicles and advise accordingly.
- Prepare and transmit a 'Daily Briefing' each operational morning to all radio holders, detailing the day's events, tides, expected activities etc.
- Prepare and distribute a daily 'Handover Sheet', for the evening duty personnel, ensuring all transport bookings, guest info and any other relevant information is transferred seamlessly to the incoming co-ordinator.

- Any other tasks deemed necessary for the betterment of your role.
- Assume control of all emergency situations until / unless relieved of command by a senior manager or Health and Safety Officer. Including placing any 999 calls to emergency services, maintaining clear communications throughout incident with all associated parties and ensuring all non-essential radio transmissions cease.
- With H&S officer and line manager – ensure you are always up-to-date with in-house emergency procedures for all departments and residential buildings.
- Participate in regular drills and scenarios to further develop your confidence and effectiveness for dealing with any emergency situation.
- With H&S officer and line manager – build good relationships with local emergency services for the betterment of your performance in a real emergency situation.
- Understand the current and correct operating procedures for businesses on St Michael's Mount.
- Know how to find and follow operating procedures.
- Ensure you are up to date with any changes within the operating procedures.
- This roll requires a working knowledge of all areas and departments on St Michael's Mount the wider Estate and knowledge of the local area.
- As the communication hub for the island, ensure all radio communications are transmitted clearly and effectively.
- Monitor general radio traffic and communications and identify shortfalls in procedure or etiquette and seek to rectify these where necessary.
- Maintain up to date radio licences and qualifications for VHF / Marine radio use, including Maritime Radio Operator Certificate of Competence – Short Range Certificate.
- Assisting St Aubyn Family / St Michael's Mount management where necessary to ensure the smooth running of any private functions or events. Ensuring transport, logistics and communications are managed discreetly and professionally, you may be expected to cover the role of Changehouse at additional times or different days depending on what event is happening.
- To attend all necessary training and induction as requested by your line manager.
- You will take responsibility for ensuring you hold the required level of knowledge, history and stories to fulfil your role.

#### **About you:**

You will be a motivated self-starter, happy to take on new opportunities and grow in your role. We are a small team with a wide range of responsibilities. We are looking for someone who is excited to further build on their experience and make the most of all learning opportunities.

#### **Our Vision and Values:**

Our Vision is to be a force for growth

- to ensure the prosperity of the Estates for future generations
- to help maintain the unique character of St Michael's Mount
- to benefit the wider community in West Cornwall

#### **About the company:**

St Aubyn Estates has been part of the West Cornwall landscape for more than 600 years. Nowadays, it is a modern, family-owned enterprise spanning 5,000 acres with a diverse portfolio of businesses which include land and property management, tourism and hospitality, building and farming. James and Mary St Levan live on St Michael's Mount, which they run in partnership with the National Trust.

#### **Applications:**

Please send a CV and a short covering statement to [jobs@staubynestates.com](mailto:jobs@staubynestates.com) . Your covering statement should explain why you are interested in the role and what you would bring to it, highlighting relevant experience or transferrable skillsets. St Aubyn's Estate is an equal opportunities employer.

**Please no agencies**