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# TURNEY FAMILY FARMS

## PARTNERSHIP

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### **Accommodation Supervisor & Hub Receptionist (Maternity Cover)**

Tapnell Farm / East Afton Farm, Isle of Wight

Full-time – 37.5 Hours / 5 days a week (Including Saturday)

Fixed-Term Maternity Cover Contract – with potential to extend on a part time basis.

£14.20ph

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### **About the Role**

We are looking for a highly organised, friendly, and proactive individual to join our team as an **Accommodation Supervisor & Hub Receptionist (Maternity Cover)**. This is a varied and rewarding role combining accommodation coordination with front-of-house reception duties at our Hub Entrance. You will play a key role in ensuring our guests receive an exceptional experience from their initial enquiry through to their stay and departure, while also providing a warm and professional welcome at reception. This is a fantastic opportunity for someone who enjoys hospitality, guest interaction, and working in a fast-paced, team-focused environment.

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### **Key Responsibilities**

#### **Accommodation & Guest Services**

- Managing guest bookings and enquiries via phone and email
- Processing reservations across multiple platforms including Supercontrol, Booking.com and Airbnb
- Sending welcome emails and ensuring guests are fully prepared for their stay
- Assisting guests with enquiries before and during their stay
- Coordinating guest packages, activities, and dining reservations
- Taking payments for accommodation bookings and ferries and ensuring balances are settled prior to arrival
- Liaising with housekeeping and maintenance teams
- Coordinating guest hampers and special requests
- Managing lost property and guest follow-ups

#### **Residential & Group Bookings**

- Assisting with school and group accommodation bookings
- Preparing schedules, accommodation allocations, and guest information
- Liaising with activity providers, coach companies, and internal teams
- Supporting invoicing and booking administration

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### Reception Duties – Hub Entrance

- Providing a professional and friendly welcome to guests and visitors
  - Answering phone calls and directing enquiries
  - Supporting reception and retail operations
  - Providing information and assistance to guests across the site
  - Supporting the wider team to ensure smooth daily operations
  - Handling various bookings on Digitickets
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### About You

We are looking for someone who is:

- Friendly, professional, and guest-focused
- Highly organised with strong attention to detail
- Confident communicating via phone, email, and in person
- Able to multitask and prioritise in a busy environment
- A strong team player with a proactive attitude
- Comfortable using computers, email, and booking systems
- Flexible and willing to support across accommodation and reception

Previous experience in hospitality, accommodation, reception, or customer service is desirable but not essential.

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### What We Offer

- A supportive and friendly working environment
  - A varied and interesting role
  - Staff benefits across Tapnell Farm businesses
  - Opportunity to gain valuable hospitality and accommodation experience
  - Pension Scheme
  - Beautiful countryside working location on the Isle of Wight
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### Please note

Due to the remote location of Tapnell Farm, having your own transport is essential.

### How to Apply

Please send your CV and a short covering email to: [stay@tapnellfarm.com](mailto:stay@tapnellfarm.com)

**Deadline: Monday 16<sup>th</sup> March 2026**