

Part-Time Office Receptionist & Guest Services (Job Share / Flexible Role)

We're looking for a warm, welcoming, and super-organised person to join our lovely team at Tapnell Farm as a Receptionist & Guest Services Assistant. This role is ideal for someone who loves chatting with people, helping others, and keeping things running smoothly behind the scenes.

This position may suit one flexible individual or a job share arrangement.

Working Pattern

- **Summer (ASAP – end of school holidays):**
Thursday, Friday - 9am to 5pm Saturday & Sunday – 9am to 4pm
- **From September onwards:**
Saturdays & Sundays – 9am to 4pm

Flexibility is essential, as you will also be required to cover holidays and sickness when needed.

About the Role

You'll be one of the first friendly faces (or voices) our customers and guests encounter – whether they're calling, emailing, or popping into the office. You'll handle a wide variety of queries, support bookings, assist with admin, and help deliver a fantastic guest experience across the farm.

At weekends, you'll be working independently in the office and will be the first point of contact for guests and visitors.

What You'll Be Doing

- Answering phone calls and emails
 - Helping guests and customers with holiday bookings, farm park admissions, questions, and general information
 - Taking payments over the phone and liaising with the accounts team
 - Handling cash payments and completing end-of-day cashing up
 - Supporting all departments with general office requests
 - Using our till and ticketing system for bookings, refunds, and payments
 - Selling and maintaining merchandise in The Hub & Guest Services area
 - Keeping the office stocked, tidy, and organised
 - Accepting deliveries and ensuring they reach the correct department
 - Booking ferries for guests, partners, and staff
 - Supporting the accommodation team and liaising with housekeeping & maintenance when required
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We'd Love to Hear from You If You:

- Enjoy talking to people and providing great customer service
 - Can juggle multiple tasks and stay organised
 - Are a team player but also confident working independently
 - Have solid computer skills (Word, Google Sheets, Excel)
 - Are positive, proactive, and people-focused
 - Have plenty of experience in a customer-facing role
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The Details

- Part-time role (hours as above)
- Flexible / job share opportunity
- Weekend working required
- Additional hours available for holiday & sickness cover

What's in it for you?

- £13.52 per hour
- Site-wide staff benefits
- Workplace pension
- Work as part of a supportive, energetic team in a unique environment

Please note: Own transport is essential, as Tapnell Farm is only served by a seasonal bus route.

To Apply: Please send your CV and covering letter to tanya@tapnellfarm.com

Closing Date: 10th April 2026