

Job Description

Post Title	Operations Coordinator
Reporting to	Head of Visitor Operations
Liaises with	All members of the Operations team as well as Landmark internal stakeholders e.g. Bookings, Historic Estates, Health and Safety, HR, Finance and Visitor Experience Teams.
Hours	28 hours per week
Location	Shottesbrooke or home based in line with hybrid working model
Date of document	April 2025

The Landmark Trust is a charity that rescues important historic buildings that would otherwise be lost. We sensitively restore these 'Landmarks' and make them available for holidays so they can be enjoyed by a wide group of people. We have in our care nearly 200 buildings in Britain, and a handful in Italy.

Main Duties and Responsibilities

The Landmark Trust's Operations team oversees the day to day running of Landmark properties led by the strategic objective to make the experience of Landmark as wonderful as possible for everyone. The Operations Coordinator will support the team to deliver our charitable aims and business targets.

As a key member of the team, you will coordinate departmental administration and communications to include the publishing of monthly newsletters and performance reports. You will triage and oversee the guest feedback process, coordinate regular Housekeeper forum meetings, and oversee the Out of Hours telephone service through rota management. As well as a broad range of administrative tasks, you will support the research and roll out of new stock items as part of our commitment to more environmentally sustainable products, and you will work with regional teams as we develop ways to improve the guest experience for all.

You will collaborate regularly with colleagues in all departments, especially but not limited to, Bookings, Historic Estates, and Human Resources.

The role is suited to a self-driven multi-tasker who is highly organised and can proactively carry out a wide range of administrative and operational tasks, ensuring the department runs professionally and efficiently.

Key responsibilities

Administrative Support:

- Provide day-to-day operational support to the Head of Visitor Operations and the department.
- Gather and collate data to support the preparation of departmental reviews.
- Initial point of contact for operational queries, escalating as required.
- Arrange meetings on behalf of the department and look after the Operations calendar.
- Manage meeting agendas, collate pre-meeting information and ensure they are circulated in advance to all attendees.
- Attend meetings, produce minutes as required and circulate promptly.
- Maintain and upgrade relevant department records, systems, and licenses.
- In collaboration with Warehouse operations, undertake research into new consumables (cleaning products etc) or property equipment, and coordinate the testing and roll out process.
- Support the development and implementation of new systems and ways of working.

Customer Feedback:

- Triage guest feedback and oversee the response process.
- Produce guest feedback reports for internal circulation.

Compliance and Risk:

- Weekly monitoring of the property testing and servicing dashboard to ensure ongoing compliance and that relevant certification is uploaded by property managers.
- Publish and distribute weekly performance reports on testing and servicing.
- Support the regional and HR teams with roll out and monitoring of training across the portfolio, including specialist training for operational managers.
- Arrange procurement of specialist equipment for regional teams.
- Update property fire plans when amendments are required.

Cross-departmental working:

- Maintain effective communication links with other Landmark departments to facilitate collaboration and cooperation, particularly in relation to compliance and health and safety.
- Work proactively and in collaboration with colleagues in the development and roll out of new policies, ways of working, products, and technological advances.

General:

- Appreciating, and working within, the organisation's culture and to conduct all activities in a manner which promotes and enhances the Landmark Trust's character and reputation.
- Landmark is an equal opportunities employer.
- All staff are expected to fulfil their duties with due regard to their own health and safety and that of others.
- Undertaking any other duties as may be reasonably required in the post.
- This is an outline job description that may be subject to change in consultation with the post-holder.

Skills and competencies

To successfully carry out this role you must also evidence experience in the following:

Category	Essential	Desirable
Education and Professional Qualifications		<ul style="list-style-type: none"> • Educated to GSCE A Level or higher
Experience	<ul style="list-style-type: none"> • Proven experience in administrative or operational support role, with a strong understanding of office procedures and practices. • Data management and record keeping. • Experience in a customer service capacity either face to face or remotely. • Working to your own initiative. • Internal and cross departmental communications. 	<ul style="list-style-type: none"> • Experience of data analysis and interpretation • Experience with Salesforce
Skills and Abilities	<ul style="list-style-type: none"> • Ability to communicate effectively in writing and orally in both formal and informal situations • Excellent organisational skills • Proven ability to acquire rapid understanding of new platforms and technology • Meticulous attention to detail and the ability to plan and prioritise • Self-motivated with the ability to progress several tasks simultaneously and maintain time scales, including when working under pressure • Ability to work both alone and as part of a team • Ability to problem-solve and think creatively • Empathy with and commitment to the work of the Landmark Trust • Willingness to learn • IT literate and proficient in MS Office • Confident in meeting others and building relationships over the phone and face to face 	

WORKING AT LANDMARK

Newcomers say we're a friendly bunch who work hard. We are a flat, agile organisation, proud and passionate about the work we do.

Our benefits package includes hybrid and flexible working options and following probation, discretionary enhanced sick as well as holiday pay, pension and life assurance. There's also a relaxed dress code, staff welfare support through our Employee Assistance Programme, a training and development scheme and opportunities to take part in our property review scheme.

CONTRACT DURATION

This is a part-time permanent contract.

LOCATION

Our offices are based on the Shottesbrooke Park estate in the village of White Waltham near Maidenhead. Within the leafy surroundings are a 14th-century church, lake, walking paths and lots of wildlife. Converted stables and a farmhouse form the office base for the director and functional teams. We often meet for lunch around the kitchen table and go for walks in our breaks.

SALARY

FTE £27,000 per annum (pro-rata £21,600 per annum) paid monthly in arrears.

WORKING HOURS

28 hours per week.

HOLIDAYS

The holiday entitlement is 25 days per annum plus statutory holidays (pro-rated for part time employees).

SICK PAY

During the probationary period you will be paid Statutory Sick Pay entitlement. After this period, you will be eligible for discretionary Company Sick Pay. Statutory Sick Pay will be included in any Company Sick Pay. Where absence exceeds seven consecutive calendar days and in certain other circumstances, a doctor's certificate will be required.

PENSION SCHEME

You will be automatically enrolled in Landmark's pension scheme.

MEDICAL HEALTH

Private health insurance, currently with BUPA, will be provided when you have been with Landmark for a year. Landmark's contribution will be pro-rated for part-time employees.

NOTICE

The appointment is subject to satisfactory completion of an initial 6-month probationary period, though this may be extended if more time is needed to assess suitability for employment. During this period the post will be subject to one week's notice on either side. A minimum of three months' notice in writing on either side applies after the end of the probationary period.

HEALTH & SAFETY

All staff are expected to observe all health and safety at work regulations as set out by Landmark in accordance with statutory requirements.

CONTRACT

The successful applicant will be required to sign Landmark's Contract of Employment.

The purpose of this information is solely to help prospective employees to understand the details of Landmark's Conditions of Employment. It is not an offer of employment and does not form part of the Contract of Employment or the Job Description.