BIRCH STAYS

JOB ADVERT

PART TIME ROLE

Guest Experience *& Comms*

Help every guest feel well looked after, and make every stay one they'll talk about for years.

HOURS

Part time, flexible hours, incl. evenings & weekends

PAY

Approx. £15 per hour

REPORTS TO

Head of Comms

The *role*

You'll support our guest comms team, making sure every guest feels well looked after and every stay is one they'll talk about for years.

Birch Stays looks after holiday homes worth the trip. Most of our guests are groups and families booking for something: a big birthday, a reunion, a long-overdue weekend away. They want quick, friendly answers and no nasty surprises. You'll be one of the people who makes sure they get them.

You'll work closely with our Head of Comms, picking up the day-to-day so the whole team can keep standards high as we grow. Along the way you'll see how every part of Birch works, which makes this a proper first step into other roles across the business.

What *you'll do*

LOOK AFTER GUESTS

- Answer guest messages and calls across our inbox, phone, Airbnb and Booking.com, quickly and warmly.
- Help guests before, during and after their stay, from check-in questions to the odd late-night lockout.
- Liaise with our maintenance and cleaning teams, and with homeowners, when something needs sorting.
- Reply to guest reviews, including on Airbnb.
- Help with concierge services for guests, so every stay runs smoothly.

HELP WIN BOOKINGS

- Respond to sales enquiries and help turn them into bookings.

KEEP LISTINGS SHARP

- Update listings on Booking.com, Airbnb and our own website.
- Keep Hostfully, our booking system, accurate and up to date.
- Update the guest areas of our website, from house guides to waiver details.

HELP NEW HOMES GO LIVE

- Support the onboarding of new homes: gathering details, writing up house information and getting listings ready for their first guests.

WATCH PERFORMANCE

- Monitor pricing and performance across our homes, and flag anything that needs a closer look.

KEEP CLAIMS ON TRACK

- Help with damage claims and waivers, keeping records tidy and guests informed.

> *Good writing, a calm head and an eye for the details. That's most of the job.*

Who *you are*

This would suit someone with a passion for hospitality, travel or customer service who writes well and cares about the details. You're ambitious, early in your career or ready for a step up, and keen to grow with a business that's growing too.

- You write clearly and warmly, and can adjust your tone for a stressed guest or a busy homeowner.
- You're confident on the phone, whether it's a guest who can't find the key safe or a cleaner running late.
- You notice the small things: a wrong check-in time, a missing photo, a guest who mentions it's a birthday.
- You stay calm when plans change and you like solving problems.
- You're comfortable with online systems and quick to learn new ones.
- You have strong sales skills. You're proactive and look for opportunities to maximise revenue, drive business growth and increase sales performance.

Hours, *fair warning*

Holidays don't keep office hours, so neither does this role. Working hours vary considerably from week to week, and will include evenings and weekends. Guests message when they're on their way, when they've arrived and, now and then, when they're locked out at 10pm.

The upside: flexible hours and varied work, with no two days the same.

Room *to grow*

This role is a proper introduction to Birch, and a first step into other roles across the business.

You'll work across guests, owners, listings, pricing, sales and new homes. Few roles see this much of how Birch operates, so you'll build a solid understanding of how the whole business fits together.

That understanding is what other roles here are built on. As Birch grows, this role can grow with it, and so can you.

> *Start here, learn how it all works, and grow with us.*

The *details*

CONTRACT	Part time, flexible hours including evenings and weekends
PAY	Approx. £15 per hour
REPORTS TO	Head of Comms
TRAINING	Full training and support from the Birch Stays team

How to *apply*

Send your CV and a few lines on why you'd be good at this. Bonus points for telling us about a time you turned a guest's or customer's bad day around.

EMAIL

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CLOSING DATE TBC