

Job Description:

Position: Assistant manager

Type: Full Time

Rate of pay: £29,000 Bases on 40 hours per week, paid hourly.

About us

Hendra Holiday Park is a family-run, five-star, multi-award-winning destination in beautiful Newquay, Cornwall. We're proud to offer memorable holiday experiences for our guests and are now in the process building a new facility on site, Newquay Rocks. A new year-round activity centre, accommodating a family climbing facility, soft play, gym, coffee shop and community event space.

As part of a well-established business, you'll enjoy a supportive, fun work environment with plenty of opportunities to grow and make a real difference in the guest experience.

The role

To support the Manager in the safe, smooth, and profitable running of the centre, ensuring excellent customer service, staff supervision, and operational standards.

Responsibilities include

- Supporting day-to-day operations across all areas of the centre
- Support events, group bookings and parties
- Managing staff on shift and providing guidance
- Supporting staff training & development
- Assisting with stock control, stock takes and ordering
- Handling customer queries and incidents professionally
- Taking lead/ responsibility to cover when manger not there
- Key holder – Open & closing check the centre
- Receiving stock orders when covering for manager
- Checking quality and quantity of stock and reducing waste
- Handling complaints and allergen requests
- Complying with health & safety procedures
- Assisting with activities, such as climbing (must be okay with working at heights)

Who We're Looking For:

We're looking for a professional, friendly, confident individual who can meet the following essential requirements:

- Previous experience managing a team
- A strong team player with a high level of professionalism
- An enthusiastic leader who motivates and inspires others
- Ability to take responsibility, delegate effectively, and provide clear, positive leadership
- Commitment to consistently meeting high standards through responsible team management
- Committed to delivering excellent 5-star customer service
- Confident handling customer queries, complaints, and incidents calmly and professionally
- Strong initiative and a proactive approach in a fast-paced environment
- Reliable and punctual

Although we look for managerial experience, full training will be provided.

We will conduct full DBS checks, for all team members working within Newquay Rocks

What We Offer:

- 50% off food and hot drinks (Terrace Restaurant, Beach House Bar & Pizza, Always Sundae, Fish & chip shop)
- 50% off swimming at the Oasis Fun Pools
- 50% off Palm Beach Adventure Golf
- Discounted Family Stays
- Discounted local gym membership
- Free Parking
- 10% off at Saunassa
- 20% off at Fistrat Beach Surf School
- Staff Discount at 123 Taxis
- 25% discount at the Hendra Laundrette if living on site