



Guest Services Manager

Salary: Competitive (dependent on experience)

Contract: Full-time | Permanent

Hours: 45 hours per week, shift-based (including evenings, weekends & winter cover)

Location: On-site accommodation available

About Us

Hendra Holiday Park is a family-run, five-star, multi-award-winning holiday park committed to delivering outstanding experiences for our guests and day visitors. Set across 52 beautifully maintained acres, we take immense pride in the presentation and upkeep of our park. We pride ourselves on creating a safe, welcoming, and enjoyable environment for families, supported by a passionate and professional team.

The Role

We are seeking a Guest Services Manager to strengthen day-to-day operational management across the park and provide hands-on support to the Park Manager.

This is a highly visible, hands-on role focused on guest experience, operational coordination, and team support.

Key Responsibilities

Support the day-to-day running of the park alongside the Park Manager and Assistant Park Manager.

Provide management cover across mornings, afternoons, evenings, and peak periods.

Respond to operational issues, incidents, and guest concerns in a calm and professional manner.

Assist with daily task planning, follow-up, and completion tracking.

Handle guest feedback, queries, and complaints.

Take ownership of issues, ensuring timely and positive resolutions.

Lead by example in delivering outstanding customer service.

Provide evening and occasional night call-out cover

Assist with general park presentation, maintenance coordination, and project work.

Oversee and support teams across the park during shifts.

Support recruitment, onboarding, and training across departments.

Support and coordinate health & safety systems across the park.

Carry out quality checks across facilities and operational areas.

Ensure high standards of safety and presentation are maintained.

Requirements

Proven experience in a customer-facing role with a strong guest-first approach.

Previous supervisory or management experience.

Good understanding of health & safety in an operational environment.

Confident decision-maker, able to work independently.

Flexible and willing to work evenings, weekends, and seasonal demands.

Full UK driving licence.

Strong communication and organisational skills.

Desirable

Experience in holiday park, leisure, hospitality, or tourism environments

IOSH or NEBOSH qualification (or working towards)

Experience coordinating health & safety systems

Benefits

Competitive salary

50% discount on food

50% discount on Oasis Swimming passes

Discounted family stays

Training and development opportunities

Supportive and vibrant working environment

Free on-site parking

How to apply

Please email your application and cover letter to can@hendra-holidays.com