**Role Profile – Evening Guest Services Assistant**

**Dundreggan Rewilding Centre**

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| **Job title** | Evening Guest Services Assistant |
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| **Reporting to** | Operations Manager |
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| **Has reporting** | N/A |
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| **Starting Salary** | Grade A £22,948 full time, £12.61ph |
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| **Duration** | Fixed term - 01 March through 31 October 2025 18 to 24 hours per week available  7 day working rota Monday to Sunday 5pm-11pm shift  Rota working including weekends and bank holidays |
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| **Location** | Dundreggan Rewilding Centre  Glenmoriston  Inverness, IV63 |
| **PVG Required?** | No |

**Dundreggan**

Dundreggan is our 10,000-acre estate in Glenmoriston between Loch Ness and Skye. Since 2008, the estate has been transformed by Trees for Life and its volunteers into one of the best examples of forest restoration in Scotland. It includes a ground-breaking tree nursery and is where many volunteers come to take part in rewilding projects.

**Dundreggan Rewilding Centre**

The Rewilding Centre opened in April 2023 and serves as a gateway to make Dundreggan, and the work being done here, more accessible to a broader audience. It operates under the Enterprises arm of Trees for Life and is a commercial, revenue-generating business.

The site includes an innovative visitor centre, a café, 40-bed accommodation, events and educational facilities. The Rewilding Centre welcomes visitors of all ages, interests and backgrounds to explore the natural, Gaelic and cultural heritage of the Highlands and be inspired by rewilding initiatives, including the restoration of the Caledonian Forest.

**Trees for Life**

**Rewilding the Scottish Highlands.**

Ath-fhiadhachadh na Gàidhealtachd.

Trees for Life stands at the forefront of rewilding in the Scottish Highlands. Hopeful and bold, we are committed to creating nature-rich landscapes that include and support people. Working on a grand scale, we aim to close the gap between people and nature.

Focusing on Scotland’s spectacular Caledonian forest, we foster biodiversity and encourage natural processes essential to life. From the iconic red squirrel to the elusive lynx, we are working to bring more life back to our landscapes.

Rewilding is a shared journey. Together with communities, we are restoring Scotland’s natural and cultural heritage while supporting local livelihoods. Join us on this path of hope and positive action. Rewild the Scottish Highlands.

**Our Values**

Our values are at the heart of our mission to rewild the Scottish Highlands, guiding us in everything from the daily rhythms of office life to the development of our landscape-scale initiatives. Sharing these values with our supporters, volunteers, and partners allows for a deeper understanding of our driving forces at Trees for Life.

**We are Bold.**

We are an ambitious charity with a critical purpose. For us, being bold means thinking about landscape restoration on a grand scale, embracing innovative rewilding methods and challenging the status quo. This approach ensures that every step we take is a bold stride toward a revitalised, thriving natural landscape.

**We are Collaborative.**

Our approach, deeply rooted in community and collaboration, involves working closely with local communities, conservation groups, landowners, and volunteers. Finding common ground and working together we will initiate positive solutions to the twin climate and biodiversity crises.

**We are Pragmatic.**

We embrace pragmatic and sustainable solutions in everything we do. We are always mindful of our duty to our supporters, our volunteers, our staff and above all to Scotland’s wild forest. By adopting practical solutions, we safeguard our efforts and ensure a resilient future for our initiatives.

**Overall Purpose of the Job**   
The Dundreggan Rewilding Centre will welcome an estimated 52,000 visitors each year by 2027, including a mix of day visitors, corporate groups, education groups, special interest groups and overnight guests staying at the on-site accommodation.  
  
The overall purpose of the Evening Guest Services Assistant role is to provide concierge services and assistance to overnight guests during the evening hours. This will include, but is not limited to, assistance with keycards and check-in procedures, parking, general requests and minor maintenance issues. The role will also serve as the main point of contact in the case of emergencies and be responsible for following proper procedures in such situations.

**Key Liaisons**The role will be managed by the Rewilding Centre Operations Manager and have strong relationships with other Rewilding Centre staff, particularly the Property Manager, Housekeeping Supervisor and Business Operations Support Assistants. They will also work with housekeeping and hospitality staff, Café Manager and Visitor Experience Supervisor to facilitate good communication across teams and ensure outstanding customer service is provided to all guests throughout their stay.

**Scope, Accountability and Resources**The scope of this role is to be the site contact for the hours during which most overnight guests arrive and check-in to the accommodation.   
  
The role will be accountable for ensuring all guests are able to access their key cards and rooms, have everything they need for their stay, questions about the local area are answered and there are no maintenance issues in the building that would affect their stay.   
  
The Guest Services Assistant should focus on providing an experience that leaves a lasting impression on guests so they see the Rewilding Centre as a welcoming, comfortable, safe and convenient place to stay.   
  
Rest and welfare space will be provided on site; the Guest Services Assistant is expected to be on-site from 5pm until 30 minutes after all of the guests have checked in and other all duties are completed. They can then spend the remainder of their shift off-site if they can ensure a response time of no more than ten minutes.

**Key responsibilities  
  
Guest Services**

* Assist arrival and check-in process, if necessary, should guests encounter problems with self check-in
* Troubleshoot the key card system, as necessary
* Fulfil guest requests within policy limits e.g. towels and linens, orientation, general questions
* Direct visitors to authorised parking areas and enforce parking rules to ensure clear access for emergency vehicles and deliveries
* Manage room allocation and relocation if necessary

**Security and Safety**

* Serve as the main contact via the property phone for all out of hours calls during shift
* Manage emergencies, calling authorities as appropriate
* Prepare handover notes detailing incidents, call outs, complaints to for Housekeeping Supervisor, Property Manager and/or Operations Manager
* Complete checks of the Accommodation building and Rewilding Centre before leaving site, locking up Rewilding Centre after dinners and other evening events.

**Maintenance and Cleanliness**

* Resolve minor maintenance issues. Report major issues to appropriate contacts- staff and/or contractors
* Support the hospitality and housekeeping team, if required, to clean up after evening dinners and events in the Rewilding Centre

**Person Specification**

The successful candidate for this role will have:

* Excellent customer service and customer relationship building skills
* The ability to work as part of a team, as well as independently
* Flexibility to adhere to working patterns as needed

**Skills**

* Excellent communication skills
* Enthusiastic with an eagerness to learn new skills and information
* Able to remain calm in emergency situations and adapt to the needs of the customers
* Confident with handling minor maintenance and repair issues
* Good problem solving

**Knowledge & Experience**

**Essential**

* Experience in customer-facing role
* Knowledge of local area
* Proficiency in Google and Microsoft applications, basic IT skills

**Desirable**

* Previous experience in a hospitality/accommodation setting
* First aid certification

**Personal Attributes**

* Must be committed to the ethos and values of Trees for Life
* Reliable
* Comfortable working alone, self-sufficiency
* Positive attitude

**Working conditions/ Special demands**

* The role will require rota working along with weekends and bank holidays.
* The role will only work evenings, 5pm-11pm
* Due to the location of the Centre, a full and valid driving licence is essential
* Due to the nature and seasonality of the business, most annual leave will need to be taken in the quieter times during the year.

Trees for Life June 2025 Dundreggan Rewilding Centre Evening Guest Services Assistant Role