

Role profile

Job title	Business Operations Coordinator
Reporting to	Rewilding Centre Director
Has reporting	N/A
Starting salary	£25,983
Job type	Permanent 28 hours / 4 days a week. Days allocated through Monday to Sunday includes working weekends and bank holidays.
Location	Dundreggan Rewilding Centre
Additional requirements	Rural Location, Driving Licence Required for commuting purposes.

Trees for Life

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.

Dundreggan and the Rewilding Centre

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.

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.

Join the Trees for Life team!

Join our friendly, values-driven team, taking practical steps to rewild the Scottish Highlands. We offer competitive pay and benefits, flexibility, great working culture, and much more. We welcome applicants from all walks of life, with diverse backgrounds, cultures, perspectives, and experiences.

If you require any adjustments during our recruitment process, that would enable you to do as well as possible in the process, please let us know.

Don't meet every single requirement? That's okay. We're committed to building an inclusive team, and we know that skills and experience come in many forms. The right mindset, attitude, and potential to grow are just as important to us as ticking every box. If you're excited about this role, meet the core criteria and feel you can make a meaningful contribution – please apply.



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.

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 welcomes over 50,000 guests each year, including a mix of day visitors, education groups, special interest groups and overnight guests staying at the on-site accommodation. The role will be part of a small team responsible for coordination and delivery of all parts of the Rewilding Centre operations.

As the Business Operations Coordinator at our flagship Rewilding Centre, you will be responsible for supporting the work of the Rewilding Centre Director, Operations Manager, Property Manager, and Visitor Experience and Hospitality teams.

Key liaisons

Rewilding Centre Director, Operations Manager, Visitor Experience & Operations Supervisor, Visitor Engagement Coordinator, Hospitality team (kitchen, café and housekeeping), Property Manager, other Trees for Life employees- particularly the Finance team and wider Dundreggan Estate team. Members of the public, visitors and groups, suppliers.

Key responsibilities

- Coordinating day to day operations of the Rewilding Centre in support of the management team
- Serving as the first point of contact for many guests via email, phone and on-site
- Oversight of the two Rewilding Centre inboxes, to respond to and route emails and enquiries
- Supporting the Operations Manager to manage the accommodation booking engines and OTA accounts, become the expert user on staff for accommodation back-office systems
- Assisting the Director with lead generation, helping maintain records of client interactions in the CRM
- Preparation of documents, spreadsheets, and procedural documents that organise and maintain consistency of communication across teams
- Further developing and overseeing the internal booking processes, flow of information and coordination between teams, to deliver consistently excellent guest experiences
- Managing the bookings calendars, including internal and external meetings and events
- Assisting Visitor Experience team with updating and maintaining ticketing system with latest activity, event, pricing, etc. information
- Providing support for marketing activities by updating website and social media, creating and/or printing promotional materials, and monitoring bookings and ticket sales
- Responding to guest reviews on various public platforms
- Managing the payment process for group bookings, tour operators and contractors, creating purchase orders and quotations to ensure customers are invoiced in a timely manner, payments received and logs updated
- Occasionally covering the welcome desk, to greet visitors and provide information
- Taking payments for accommodation and event bookings
- Overseeing the key card system for the accommodation building

- Assisting the Visitor Experience team with event planning and management, including scheduling, room setup, equipment and materials
- Coordinating the smooth running of the Rewilding Centre office including supply inventory, supply orders, keeping staff rota and notice boards up to date, general organisation
- Liaising with external suppliers, as necessary, to support management team and troubleshoot technical or other issues
- Support covering evening on-call duties for the accommodation
- Occasionally required to act as Manager on Duty. Full training will be given.
- As necessary, serve on the organisation's Steering Group for new systems implementation programme.

Person specification

The successful candidate for the role will be:

- Positive outlook, welcoming and approachable demeanour
- Excellent communication skills to enable effective dialogue with visitors and colleagues
- High level of accuracy and attention to detail
- Outstanding customer service skills
- The ability to demonstrate great teamwork and work unsupervised
- Excellent time management skills
- Flexibility to adhere to working patterns as needed

Knowledge and experience

Essential:

- Proficiency in Google/Microsoft software applications
- Comfortable learning new software quickly
- GCSE or equivalent in Mathematics and English
- Worked in a customer facing role

Desirable:

- Experience in a tourism, hospitality and/or accommodation business
- Event planning and/or management experience
- Familiarity with EPOS and booking management software systems
- Invoicing and financial process support
- Gaelic speaker
- Hold a first aid certificate, or be willing to attend training to acquire one

Personal attributes

- Must be committed to the ethos and values of Trees for Life

- Reliable
- Positive attitude
- Prides themselves on great customer service
- Commitment to continuous personal and professional development

Skills and competencies

- This role will have a wide ranging and varied scope including: administrative support for the Rewilding Centre Director and management team based at the Rewilding Centre, coordination of Rewilding Centre day to day operations, meeting & greeting visitors to the Rewilding Centre, ticketing and accommodation bookings system management, as well as supporting the delivery of the Centre's marketing and social media plan.
- The role will be accountable for: day to day administrative duties in support of the Rewilding Centre management team, updating accommodation bookings and ticketing systems, regular coverage of the welcome desk taking ticket bookings on-site/via email, processing payments for tickets, checking in/out overnight guests, routing and responding to incoming telephone/email enquiries, creating guest invoices, processing supplier invoices, managing orders of office supplies.
- To help with these duties the Business Operations Coordinator will have a work laptop and access to a shared printer/scanner/copier.

Working conditions and special demands

- The role will require rota working along with weekends and bank holidays
- Due to the location of the Centre, a full and valid driving licence is essential
- Due to the nature and seasonality of the business, annual leave may need to be taken during quieter times of the year