



# Duchy of Cornwall Estate Holiday Property Reservations and Administration Coordinator Cornwall

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## The Duchy of Cornwall Estate

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The Duchy of Cornwall is a private estate which funds the public, charitable and private activities of The Prince of Wales and his family. The Duchy consists of around 53,154 hectares of land in 24 counties, mostly in the South West of England.

The Duchy estate was created in 1337 by Edward III for his son and heir, Prince Edward, and its primary function was to provide him and future Princes of Wales with an income from its assets.

The current Duke of Cornwall, HRH The Prince of Wales, is actively involved in running the Duchy and his philosophy is to improve the estate and pass it on to future Dukes in a stronger and better condition.

## Holiday Property Reservations and Administration Coordinator

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### Main purpose of role

A vacancy has arisen for an experienced reservations coordinator to join our small and friendly team based in Lostwithiel, Cornwall.

The Duchy of Cornwall Estate has lovingly created a highly successful 5 star holiday cottage portfolio which currently has 24 properties, predominantly in mid Cornwall and the Isles of Scilly. With further growth planned, we require a capable individual to take over the day to day booking administration, marketing and guest liaison.

The Reservations and administration coordinator will also provide support to the rural estate's Building Surveying team as required.

### Position

The post reports to the General Manager

### Scope of role

The post holder will be based at the Duchy regional office at Lostwithiel, Cornwall but will be expected to visit the Duchy's other regional offices and to travel to properties throughout the district.

You will be the main guest contact answering a dedicated telephone line and e mail enquiries. You will also assist guests with existing and future reservations including the booking process and all payment management.

You will maintain the Holiday Cottages website booking systems and assist with the formation of new tariffs on the website booking system, along with the responsibility for updating and editing web contract and property information where required. You will also maintain TripAdvisor and social media campaigns and activities. You will also ensure the purchase holiday cottage inventory items and associated databases are maintained.

You will be the first point of contact to deal with any guest issues or requests including visiting cottages as necessary, and oversee supplier deliveries to Cornwall properties and distribution.

You will also be providing admin and secretarial support to the Building Surveying team including the maintenance of property management records, filing, letters, and appointments.

**Limits of Authority** You will be responsible for day to day procedures to ensure the Departmental workload is dealt with effectively and accurately and to time with or without reference to the General Manager.

**Delivery Relationships** You will need to work with and communicate effectively with others and establish positive working relationships at all levels within the Duchy's various offices. Outside the Duchy you must deal professionally with industry professionals and the general public, senior representatives of the Royal Household and members of the Royal Family

### **Reward package**

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The role will be full time 35 hours per week. You will be expected to provide out of hours emergency cover on a rota basis

The salary range is £20,000 - £25,000 plus remuneration for out of hours cover

The Duchy will contribute 12% of salary into its group pension scheme.

You will be entitled to 25 days' holiday, plus 8 bank holidays for England and Wales.

### **Person specifications**

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**Education,  
Experience &  
Qualifications**

You will have:

- Strong IT expertise, Proficient in Microsoft Office (Word, Excel, Outlook)
- Experience with Supercontrol booking system or similar would be an advantage but not essential.
- Strong attention to detail is essential, you will be representing the Duchy and as such you will need to present yourself accordingly in all face to face, email and phone communication.
- Excellent problem solving skills
- Ability to adapt to a fast-paced working environment with a can-do attitude
- Exceptional organisational skills and the ability to work on their own initiative.
- Capacity to work under pressure, meet deadlines, deliver accurate work, attention to detail and manage a busy workload with high productivity.

**Personal**

You are discreet, organised, able to build positive working relationships at all levels: able to deal professionally with tenants, contractors, the public and industry professionals; precise and accurate in your work, open to discussion, change and development; easy-going yet professional, self-directed and productive.

You will need to have a strong empathy with the objectives of the Duchy of Cornwall Estate and the implementation of the Duchy's policies.