

# Guest Happiness and Programme Liaison

**Full time, 35h/week  
£17,745/year**



We are inviting applicants to apply for a staff position within the Findhorn Foundation's Guest Experience team. The post holder will report to the Guest Experience Focaliser. As the outward facing arm of the FF the Guest Experience team aims to enhance the participatory experience of our residential and on-line guests.

We expect the holder of this post to be aligned with the spiritual impulse of the Findhorn Foundation and committed to embody and implement the spiritual core principles in daily life.

Applicants will have completed Experience Week and have a good working knowledge of the Findhorn Foundation, preferably having completed long term LEAP or its equivalent and feel called to serve the planetary purpose of the Foundation in this role.

## **RESPONSIBILITIES:**

- Managing on-line and residential workshop bookings:
- Creating a culture of welcome and excellence for participant queries.
- Liaising with the Education Team and Online Lead.
- Engaging and supporting online programme participants.
- Developing relationships with our guests from all over our planet via email /online forums /telephone/ and in person before and after their participation.

- Embodying the spiritual principles of the Findhorn Foundation in everyday life and practicing the commitments of the Common Ground.
- Maintain and update our FAQ sheet.
- Gatekeeping.

## **SKILLS:**

- High computer literacy – preferably with a knowledge of Google drive.
- Working with multiple databases.
- Collaborator, self-motivated team player, builds trust, high emotional intelligence.
- Good organisational, prioritisation and time management skills.
- Creative and solution driven.
- Service-oriented.
- Excellent interpersonal and communication skills, verbal and non-verbal.
- Sense of humour.

**The salary:** is £17,745 per annum. You would be eligible to apply to rent staff accommodation at the Park.

**To apply:** please send your CV and cover letter of no more than 2 pages indicating how you fit the requirements, to [hr@findhorn.org](mailto:hr@findhorn.org). **Closing date:** 31 January 2022. Interviews will be held early February 2022.