

Job Description

Job Title:	Sales Support – Parental Cover
Reporting to:	Bookings & Compliance Manager
Hours per week:	20 – 24 hours per week
Contract period:	Until March 2027 (start date est mid-March)
Wage:	£ 15.68 p/h/ £32,614 FTE per annum

About Mount Cook

Mount Cook Adventure Centre is a not-for-profit organisation dedicated to providing access to the outdoors to all, especially young people and those who would not otherwise have the opportunity. We are looking for someone who shares our passion for the outdoors, and who would relish in the chance to work in an activity orientated establishment.

About the role

This is an office-based role to support the Mount Cook team answer customer enquiries via phone calls, emails and online messages. The day-to-day will largely consist of sending customers quotes and availability and booking their residential trips. This is the perfect position for a confident communicator with excellent people skills and good organisation.

There is some flexibility around working hours and days we can consider within the constraints of our main customers working patterns.

This role is subject to a DBS check and in line with the requirement of the current immigration and asylum legislation, all applicants must be eligible to live and work in the U.K.

Responsibilities and Duties

- Answering phone calls and emails
- Liaising with customers to understand their needs
- Conduct site visits for customers
- Sending quotes to customers
- Logging customer & enquiry data
- Using the CRM Cinolla to manage bookings
- Generating invoices and chasing payments
- Reporting on sales progress monthly
- Liaising with bookings team on confirmed bookings
- Support writing tenders and fundraising bids
- Supervising of apprentice/office support team

To apply

Please email madelaine@mountcook.uk with a CV and a cover letter that explains how you meet the person specification.

Closing date: Midday on 23rd February 2026

Interview date: Week commencing 2nd March (likely 5th or 6th March)

PERSON SPECIFICATION	
ESSENTIAL	
Experience and Knowledge	<ul style="list-style-type: none"> • Previous sales experience • Familiar with Microsoft Office (especially Outlook and Excel)
Skills and Abilities	<ul style="list-style-type: none"> • Confident on the phone • Can work in a close-knit team or independently • Excellent written communication • Fluent English speaking and writing skills
Personal qualities	<ul style="list-style-type: none"> • Strong organisational skills • Personable and outgoing
DESIREABLE	
Experience and Knowledge	<ul style="list-style-type: none"> • Some prior knowledge or interest in the outdoors or child development • Previous experience selling to schools
Skills and Abilities	<ul style="list-style-type: none"> • Have previously used CRMs
Personal qualities	<ul style="list-style-type: none"> • Reliable, hardworking and enthusiastic • Possess an excellent attention to detail • Flexible and adaptable to the needs of the business