



OXYGEN CONSERVATION

SUSTAINABLE TOURISM COORDINATOR: READY TO WELCOME PEOPLE TO THE WILD?

ROLE OVERVIEW

Do you believe tourism should inspire, connect, and leave a lasting impression? Are you passionate about sustainability and ready to turn extraordinary stays into unforgettable stories? As our Sustainable Tourism Coordinator, you'll take a leading role in delivering amazing experiences at the beautiful Mornacott Estate in North Devon. From the first enquiry to a fond farewell, you'll manage every detail – curating guest stays that spark awe, reflect our conservation values, and are celebrated in exceptional reviews, featured in magazines or shown through award wins. This is a hands-on, people-centred role where you'll support and lead bookings, operations, and compliance, while in the quieter months helping to drive marketing, partnerships, and seasonal growth across our three tourism locations. If you're ready to create something remarkable and reshape what sustainable travel feels like, we'd love to meet you.

ABOUT YOU

We're looking for someone who is driven, who thrives solving challenges and enjoys working alongside a truly passionate team to deliver high-quality stays for each and every guest. We want someone who is ready to work incredibly hard, . If you're ready to get stuck in - even if it means a little mud on your boots - you'll fit right in. Here's a snapshot of the qualities and values we are looking for:

ENVIRONMENT

- Passionate about the environment and achieving real impact. Our commitment to the environment is unwavering and guides us in every decision we make. It is the driving force that propels us forward. We are looking for that same commitment, who can help our guests to resonate with that to.

IMPACT

- Organised, adaptable, and able to juggle diverse responsibilities in a fast-paced, seasonal environment.
- Creative marketing mind with experience in luxury or high-end hospitality, tourism, or experiential marketing.
- Strong understanding of the power of social media, and online storytelling.
- Just as comfortable organising budget spreadsheets and working with the finance team to report our figures as you are working with our guests for unforgettable stays.

ADVENTURE

- A passion for adventure (however that resonates with you), spending time in nature and connecting with the outside world.
- Excited to work onsite at Mornacott and beyond, fully immersed in the landscapes, and comfortable with seasonal rhythms and flexibility.

TOGETHER

- Skilled relationship builder who thrives on collaboration and partnership development.
- And of course, really nice—someone who loves sharing snacks on the trail and bringing positive energy to every interaction.

ABOUT THE ROLE

This is a hands-on and people-centred role at the heart of our sustainable tourism offer. You'll be responsible for delivering a five-star guest experience from first enquiry through to fond farewell, managing every aspect of our holiday cottages and supporting day-to-day operations at Mornacott Estate. From responding to booking enquiries and organising efficient changeovers to sourcing sustainable cleaning products and maintaining beautiful guest spaces, your attention to detail and care will shape every stay.

Alongside the practical delivery, you'll help position our stays as exceptional experiences by supporting marketing, helping to enhance our website, and building partnerships with travel agencies and experiential platforms. You'll also take ownership of licensing and compliance requirements, ensuring that our ecotourism operations run smoothly and ethically. Working closely with estate teams, you'll bring our conservation values to life through each guest interaction, helping us grow a community of supporters who share our vision.

KEY RESPONSIBILITIES

- Offer a 5-star customer experience, taking care of guest needs from pre-arrival to departure.
- Build and nurture partnerships that support and sell our stays, including travel agencies, review platforms, and experiential travel partners.
- Manage the licensing and administrative tasks required for ecotourism operations, including ensuring compliance and conveying data in our dashboards.
- Coordinate booking processes and support operational delivery at Mornacott Estate to ensure an exceptional guest experience throughout the year.
- Work closely with estate teams to weave conservation stories and values into every guest interaction.
- Support our marketing strategies to capture the magic of our estates, position our stays as top-tier experiences, and drive bookings.

- Manage all elements of customer bookings, including advertising, booking systems, and customer queries.
- Manage the day to day running of holiday cottages.
- Organise efficient changeovers, managing cleaners and contractors to complete necessary tasks.
- Create inventory of all cleaning and sundries, ensuring budgets are kept to and ethical products are purchased.
- Ensuring all guest areas are clean, inviting, and in-line with company ethos.

ABOUT US

Oxygen Conservation was founded in 2021 by the Oxygen House Group and Dr Rich Stockdale with a clear mission: Scaling Conservation. We acquire land at scale to deliver transformative environmental and social impact—creating profit as a result of what we do. In just four years, we've assembled a portfolio of over 43,000 acres dedicated to restoring and protecting nature.

By 2030, we aim to have £1 billion of natural capital assets under management, enabling us to protect and restore 250,000 acres for people and wildlife. We're redefining conservation and creating opportunities for people to engage deeply with the land and its stories.

KEY INFORMATION

Term: Full time, permanent

Start Date: January 2026

Location: Primarily based at Mornacott Estate, onsite presence required; accommodation opportunities available

Closing Date: Open until the perfect person joins us

NEXT STEPS

To help you prepare for an interview, here are a list of questions we've used in previous recruitments. Now, here's the twist — they might come up in our conversation, or they might not. Consider this a sneak peek, an insider's tip to help you feel ready and excited for interview.

1. Environment: Please tell us about your relationship with the natural world and what living sustainability means to you?
2. Awareness and Engagement: What do you perceive to be the biggest threats to biodiversity in the UK?
3. Hospitality Experience: Tell us about a time you created a truly memorable guest experience. What made it special, and how did you go above and beyond expectations?
4. Operational Delivery: Imagine it's Friday evening, you've got back-to-back arrivals, one cottage has a broken boiler, and a supplier missed a delivery. How would you handle it?

5. Getting to know you: What do you need from us to be awesome in this role?
6. Response to Challenge & Learning: Can you describe a time when you faced a significant challenge or setback? How did you approach it, navigate the messy middle, and what did you learn from the experience?
7. Multitasking, Organisation, and Prioritisation: Your priorities here will change constantly. What do you do when priorities change quickly? Can you give us an example of when you were particularly effective at prioritising tasks?

We hope the information on our website, and in this candidate pack, has inspired you to apply. Please be bold, creative, and most importantly, be yourself throughout the whole application process. Good luck!

