



BESTPARKS

- Country Holiday Parks -

Job Description

Job Title	Warden – Full Time Post/Couple will also be considered
Reporting to	The Proprietors
Hours of Work	30-46 hours per week over five days (Thursday to Monday) plus on-call duties as required
Contract Term	Seasonal Contract (March to October)
Hourly Rate	£8 per hour
Accommodation	Touring Caravan Pitch
Place of work	Westbrook, Little Hereford

The Company may require you to work at any other sites operated by the Company or associated with the Proprietors or such other place as we may reasonably determine.

Principal Functions

You will support the Proprietors in providing an outstanding service to our customers and creating a safe, relaxed and enjoyable environment by ensuring the smooth running of the Park on a day to day basis in accordance with our park procedures & guidelines.

Key Tasks/Accountabilities

- Provide an outstanding level of customer service to ensure you meet our visitor's expectations
- Ensure that the park and the park's facilities are maintained to a high level of cleanliness and appearance
- Working with the Park's Health and Safety guidelines to maintain and monitor a safe and secure environment for the welfare of our visitors and staff.
- Ensure safe operational practices and maintenance of park equipment to ensure compliance with the Park's procedures, guidelines and Health and Safety obligations.
- Apply Park policies, procedures and rules in a fair and flexible manner in accordance with the requirements of the park
- Maintain an effective and friendly working relationship with colleagues both at your park and at other parks operated by the Family.
- Be prepared to undertake all tasks required to ensure consistent running of the park.
- To assist the Proprietors in maximising bookings and sales.

Our Standards

- Promoting an enthusiastic and welcoming attitude at all times
- Presenting a park that is attractive, welcoming, functional and safe
- Maintenance of all public areas to a high standard including play area and lighting
- Working knowledge of the park's procedures and guidelines
- Working towards achieving 5* Grading and Gold David Bellamy Award

Key Tasks/ Responsibilities

Customer Service

- To have an enthusiastic and welcoming attitude at all times
- To promptly deal with bookings and enquiries by telephone, email and in person
- Meet and greet all visitors and complete the arrivals and departures procedure
- Ensure Reception is updated with local information and be knowledgeable about the local area and amenities.
- To be a point of contact at all times, including emergencies
- To be proactive in identifying improvements beneficial for both visitors and staff on park
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Sales and Marketing

- Promptly deal with enquiries including monitoring and following up to maximise sales
- Assist with marketing activities including website, literature, PR and exhibitions
- Ensure we provide excellent warranty and after-sales care

Park Facilities

- Maintain grounds and public areas to a five star standard
- To present a Park that is attractive, welcoming, functional and safe
- Tidiness of all public areas to a high standard as instructed by the Proprietors including toilets, laundry, caravans for sale, reception, refuse facilities, all grounds and play area.
- Move storage tourers from time to time

Health and Safety

- Maintain all public areas to a high standard including play area.
- To identify potential risks and hazards around the Park
- To use the correct chemicals as trained and for the appropriate reason
- Once trained to be prepared to administer First Aid when required and attend training updates as required

Park Procedures and Guidelines

- To have a working knowledge of the Park's procedures and guidelines
- Be familiar with and uphold and enforce the park rules

Interaction with Staff at other Parks

- To liaise with other park staff, suppliers and colleagues

On Call Duties

- Problems on Park
- Customer call outs
- Emergencies
- Out of hours enquiries and tourer bookings, including sales enquiries.
- Routine checks:-
- Security:-

Other duties

- Participate in training and development activities to ensure own continuous professional development
- Participation in team meetings
- Ensure compliance with Health and Safety legislation.
- Cover the duties of other staff as and when required.
- Liaison and co-operation with other parks as instructed by the Proprietor.
- Uphold, safeguard and promote the business values and philosophy
- Any other duties as determined by the Proprietor

This Job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Not all specific tasks can be listed and your role includes any other duties or responsibilities on request as may reasonably and lawfully be expected to assist in the day-to-day operation of the Park.

Signed by the Employee: Date:

Signed on behalf of the Employer: Date:

PERSON SPECIFICATION – Warden - Full Time

	Essential	Desirable	Contra-indication
Education	Good Standard of Education (GCSE A-C) Grades IT/Computer skills	Further Education	No qualifications
Experience	Customer Service/Reception General Administration Basic DIY skills Cleaning Duties Manual Handling Adhering to Company Procedures	Health and Safety Sales and Marketing Basic Plumbing and Maintenance skills Towing and manoeuvring tourers First Aid Fire Safety Local Area Knowledge	No experience
Personality	Ability to communicate at all levels Professional telephone manner Confident with dealing with difficult people or situations Enthusiastic & Personable Proactive Team Player Well organised & Flexible Trustworthy Reliable Self motivated Good Sense of humour Hands-on Approach to Management Adaptable	Ability to motivate other team members	Poor or no self motivation Inflexible Poor communication skills
Physical	Well Presented		
Interests	Balanced range of interests.	Local Area Knowledge	
Circumstances	Ability to work late when required and deal with emergencies On-Call, Weekend and Bank Holiday working Driving licence Car owner		Inability to drive