

SEASONAL SITE WARDEN JOB DESCRIPTION

PINEWOODS, WELLS-NEXT-THE-SEA

Reporting to Operations Manager

PART OF THE HOLKHAM ESTATE

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

PINEWOODS, WELLS-NEXT-THE-SEA

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods Holiday Park offers a combination of static holiday homes for purchase, holiday homes for hire and touring caravan pitches. In addition, Pinewoods has responsibility for the beach and beach hut sales.

THE ROLE

Our Seasonal Site Wardens are responsible for on-site maintenance and to ensure that the Park, Beach and facilities are maintained to the highest standards. The output of the role is observed closely by holiday home owners, holiday guests and visitors and where the delivery of consistently high standards determine the Park's reputation and success. A desire to deliver excellent customer service combined with enthusiasm, attention to detail and an absolute commitment to quality are essential requirements.

Pinewoods Holiday Park has developed and maintains standard operational procedures for all areas of the business. As part of your induction, you will be taken through the relevant operational procedures. The role actively feeds in to the use, development and continuous review of operational procedures, standards checklist and all key performance indicators.

Full and part time hours available, including weekends.

KEY RESPONSIBILITIES

To ensure your compliance with the site and grounds maintenance risk assessments.

Demonstrating our Five Great Behaviours.

To follow the agreed site opening procedure and ensure all tasks are completed within agreed timescales. To update the Park Operations Manager regularly on progress.

To contribute to the tidiness and general appearance of the Park to maintain 5* standards.

To ensure standards are maintained in all park buildings and, where possible, improved upon.

To respond and, where possible, resolve customer questions or concerns, passing onto the appropriate team member if required e.g., Reception.

To warden and patrol Wells-next-the-Sea beach to ensure high standards of appearance and ensure that the public follow the rules around dogs in the no-dog area of the beach.

Job-sheets to follow procedures and complete tasks and return ready for invoicing.

To maintain groundwork throughout Park– including trenching and drainage etc.

Deliver gas in accordance with Pinewoods Holiday Parks Risk Assessments, Method Statements, Training and Health and Safety Policies.

Contribute to checking gas and oil levels in tanks around Pinewoods Holiday Park weekly.

Contribute to checking all water related legionella and scald risk measures, recording temperatures and advising the Park Operations Manager if action is required.

To contribute to the operation of the sewage pump systems, working to Pinewoods Holiday Parks Risk Assessments and Health and Safety Policies. All pumps to be checked in accordance with the approved schedule.

To deliver stock to hire fleet caravans.

Liaising with contractors and maintaining a good working practice.

Maintenance and care of equipment including oil level checks and checking for damage.

To ensure that all equipment, machinery and buildings are kept secure, safe and clean.

To ensure that we meet our sustainability goals and identify opportunities for improvement in this area.



PINEWOODS

WELLS-NEXT-THE-SEA

To be aware of Health and Safety requirements and carry out all duties in compliance with health and safety at work legislation and Pinewoods Risk Assessments and agreed processes.

To be aware of and report and identified risks.

To apply chemicals where appropriate.

To clean and maintain the hard surfaces around Pinewoods Holiday Park and treat them when required.

To keep all paths and driveways clear and safe to use including gritting and salt spread.

As Pinewoods Holiday Park is a twenty-four hour per day business when open, being available out of hours (occasional call out) as per rota is required.

SKILLS, KNOWLEDGE AND EXPERIENCE

Full, clean driving licence

Excellent customer service skills

Initiative, energy and a positive attitude

Enjoys working outside

Good standards of personal presentation

Attention to detail and a desire to get things right

Team player

Flexibility and an ability to work calmly under pressure

You must have the right to live and work in the United Kingdom

OUR FIVE GREAT BEHAVIOURS

At Holkham we value the manner in which we go about our every day to day - authentic and natural ways of working and simply being that are fundamental to everything we carry out across the estate. After all, it isn't just about what we do, but how we go about it - the Holkham way. To help us we have shaped our Five Great Holkham Behaviours...