



## Job description

### Wells Beach Bus Manager

LOCATION	Pinewoods
REPORTING TO	Park Manager, Pinewoods & Consultant Transport Manager
DIRECT REPORTS	Bus Drivers (3) & Conductors (3)

Pinewoods is part of the Holkham Estate. Holkham's 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 and country sports. The leisure businesses comprise a country inn, a holiday park, beaches, car parks, admissions, cafes, shops, weddings, concerts and events.

Holkham was awarded as Best Large Employer – Eastern Region in 2023. We have high levels of staff satisfaction, quality learning and development opportunities and a strong work ethic where the human touch is never lost.

#### **Pinewoods, Wells-next-the-Sea**

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods is a five star graded Holiday Park offering a combination of caravan holiday homes for purchase, holiday homes & lodges for hire and touring caravan pitches. In addition, Pinewoods has responsibility for the stunning Wells Beach and its iconic beach huts, for hire and sale and also operating the Wells Beach Bus.

#### **Overall job purpose**

The Wells Beach Bus Manager is responsible for managing the operations, safety and presentation standards of the Wells Beach Bus (WBB). WBB service includes a pioneering all electric Sigma 7 bus and our beloved 1947 open top Leyland Tiger. The WBB provides a connection between Wells town and Wells Beach. It operates from Easter to November annually with additional ad-hoc community support work and support to Holkham businesses from time-to-time. The role is wide with the requirement for the manager to drive the bus approximately three days a week, lead a small team and has an element of administrative function including budget control, scheduling and safety compliance.

The role is a key part of the management team, reporting to the Park Manager and working alongside the Reception & Retail Manager, the Operations Manager and the Senior Sales Advisor. The permanent team at Pinewoods is around 30.

The postholder will be required to demonstrate excellent leadership skills, a customer-focused mindset, the ability to handle multiple responsibilities and to uphold compliance and safety with support from the Transport Manager

## **Key Responsibilities**

The following is intended to provide guidance as to duties but is not exhaustive;

1. **Bus Operations:** Oversee the daily operations of the WBB operation, ensuring buses are well presented, safe and functioning smoothly.
2. **Team Management & Leadership:** Lead and manage a diverse team including drivers and conductors. Train, coach, motivate ensuring they deliver high levels of service in line with Pinewoods standards.
3. **Guest Experience:** Lead the team in providing high standards of customer satisfaction while ensuring a welcoming and enjoyable experience.
4. **Health & Safety Compliance:** Supported by the Transport Manager, ensure the operation adheres to health and safety regulations, including regular inspections, risk assessments, and incident reporting.
5. **Maintenance Oversight:** Manage ongoing maintenance of the buses, bus stops and affiliated facilities
6. **Financial Management:** Assist with budgeting, cost control, and financial reporting, ensuring operational efficiency.
7. **Marketing Support:** Collaborate with the marketing team to promote the service and its offerings, including special events and promotions
8. **Operational Oversight:** Coordinate with other departments (e.g., housekeeping, reception, caravan sales) to ensure smooth daily operations and seamless guest experiences.
9. **Complaint Resolution:** Handle guest complaints and feedback professionally and effectively, implementing solutions that enhance guest experience and loyalty

## **Skills & Experience**

1. An in-date Certificate of Professional Conduct
2. A PSV driving licence
3. Experience in public service vehicle (PSV) operations management and an awareness of PSV compliance.
4. Excellent customer service skills
5. Initiative, energy and a positive attitude
6. Good standards of personal presentation
7. Attention to detail and a desire to get things right
8. Team player
9. Flexibility and an ability to work calmly under pressure
10. You must have the right to live and work in the United Kingdom
11. A Transport Manager Certificate of Professional Competence (CPC) is desirable.

## **Training**

You will be required and encouraged to engage in a program of professional development.

## **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.

# HOLKHAM

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

## Our ambitions

We are custodians of important historic buildings and collections which we will treasure, enhance and revitalise before we hand these on to the next generation.

We will be pioneering, sustainable and influential in managing our landscape, farmland, habitats and wildlife.

We will create welcoming experiences to attract, inform and inspire those who visit or stay with us.

We want Holkham to be a great place to work, where talent is developed, teams set their own high standards and the human touch is never lost.

We will be a force for good in helping local communities to thrive, by providing employment, homes, and support for local businesses and charities.

## Our five great behaviours

TEAMWORK MUTUAL RESPECT  
SUSTAINABILITY CHALLENGE GO SEE