

## ROLE PROFILE

<b>Grass Cutting Team Member</b>	
Reporting to:	Head Grass Cutter
Role purpose:	
To ensure grass around holiday homes and all communal areas is well-maintained and attractive	
<b>Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Use ride-on, or Ransome, mower to cut grass in all areas of the park</li> <li>• Strim edges and delicate areas around caravans according to weekly schedule</li> <li>• Rake grass trimmings to leave a tidy finish on all lawns</li> <li>• Apply weedkilling chemicals where necessary</li> <li>• Adhere to strict Health and Safety guidelines</li> <li>• Prepare for all weather conditions</li> <li>• Greet owners and holidaymakers and assist them were required</li> </ul>	

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Good spoken and written English</li> <li>• Personable and confident with positive attitude</li> <li>• Attention to detail</li> <li>• Reliable</li> <li>• Has clean driving licence</li> <li>• Physically capable of outdoors work</li> <li>• Works well under pressure</li> <li>• Used to working alone</li> <li>• Can work flexible hours</li> </ul>	<p><b>Training for role</b></p> <p>Company orientation and induction            General health and safety            Fire safety            Manual handling            COSHH            GDPR            Company mower and strimming</p>
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Works independently</li> <li>• All jobs are completed to a high standard on time</li> <li>• Reports on stock levels of chemicals</li> <li>• Maintains machinery in correct way</li> <li>• Good relationships with owners, holidaymakers and colleagues</li> </ul>	<p>PA1 and PA6 pesticide certificates            Diversity and Inclusion</p>
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Willingness to take on, and learn, new skills</li> <li>• Has excellent park knowledge, including opening times etc. to pass on to anyone who asks</li> </ul>	

<b>Excellence</b> <ul style="list-style-type: none"><li>• Suggests ideas for service improvements</li><li>• Record of going above and beyond the job requirements, without taking risks</li></ul>	
<b>Key measures</b> Owner survey Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Guest feedback Complaint ratio Manager feedback	