

ROLE PROFILE

Logistics Team Member	
Reporting to:	Logistics Team Leader
Role purpose:	
To move caravans around the park and site them onto a pitch, or remove them from one	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Safely convey caravans around the park • Operate tractors and use them to tow and position caravans • Lock and chain caravans into place • Use power tools to ensure safe siting and removal • Conduct daily tractor and equipment checks • Greet owners and holidaymakers and assist them where required 	

Progression in role:	Training for role
<p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable and confident with positive attitude • Attention to detail • Reliable • Has clean driving licence • Physically capable of hard manual labour • Knowledge of caravans/ parks as asset • Works well under pressure • Can work flexible hours 	<p>Company orientation and induction General health and safety Fire safety Moving and handling GDPR COSHH Company tractor operation and maintenance</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Works independently, without supervision • Good working relationship with colleagues and departments to the maximum benefit of owners • All sitings are completed to a high standard and on time • Maintains machinery in correct way • Good relationships with owners, holidaymakers and colleagues 	<p>Diversity and Inclusion</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Willingness to take on, and learn, new skills • Has excellent park knowledge, including opening times etc. to pass on to anyone who asks 	

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