

## ROLE PROFILE

<b>Park Warden</b>	
Reporting to:	Head Groundsperson
Role purpose:	
To maintain the park grounds and surrounds in a neat, clean and tidy way	
<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>• Drives truck around the park and maintains it in an orderly, tidy and safe state</li> <li>• Interacts with holidaymakers and owners in a helpful and professional manner</li> <li>• Carry out regular checks on pedestrian bin bays and clears any items left outside bins</li> <li>• Cleans up any litter or hazards in any part of the park</li> <li>• Reports visible problems with lighting, pavements, fencing etc.</li> <li>• Reports to line manager or office anything that requires a specialist to resolve e.g. electrician</li> </ul>	

<b>Progression in role:</b>	<b>Training for role</b>
<b>Entry</b> <ul style="list-style-type: none"> <li>• Good spoken and written English</li> <li>• Personable with positive attitude</li> <li>• Demonstrates team spirit</li> <li>• Attention to detail</li> <li>• Reliable</li> <li>• Has clean driving licence</li> <li>• Physically fit</li> <li>• Works well under pressure</li> <li>• Used to working alone</li> <li>• Can work flexible hours</li> </ul>	Company orientation and induction General health and safety Fire safety Moving and handling GDPR Risk assessments Mule driving - company
<b>Competent – three months</b> <ul style="list-style-type: none"> <li>• Works independently and in a team</li> <li>• All jobs are completed to a high standard on time</li> <li>• Passes on issues that require a specialist – never ‘muddles through’</li> <li>• Engages with owners and holidaymakers</li> <li>• Looks for opportunities to make the park look pristine</li> </ul>	Diversity and Inclusion
<b>Advancing</b> <ul style="list-style-type: none"> <li>• Willingness to take on, and learn, new skills</li> <li>• Receives positive guest feedback</li> </ul>	

<ul style="list-style-type: none"><li>• Has excellent park knowledge, including opening times etc.</li></ul>	
<p><b>Excellence</b></p> <ul style="list-style-type: none"><li>• Suggests ideas for operational improvements</li><li>• Record of going above and beyond the job requirements, without taking risks</li></ul>	
<p><b>Key measures</b></p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio Manager feedback</p>	