

## ROLE PROFILE

<b>Groundsperson</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>• Plans, plants and maintains attractive flower beds</li> <li>• Weeding and border trimming</li> <li>• Maintains tools and equipment, flagging up any broken or missing items to manager</li> <li>• Lead by example at all times e.g. picking up random litter</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 and encourages team to do the same</li> <li>• Carry out regular checks on pedestrian bin bays and clears any items left outside bins</li> <li>• Reports visible problems with lighting, pavements, fencing etc.</li> <li>• Reports to appropriate person or office anything that requires a specialist to resolve e.g. electrician</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 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>• Able to delegate</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            Risk assessments            GDPR            Mule driving – company</p>
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Park outdoor area standards are clearly high</li> <li>• Engages with owners and holidaymakers</li> <li>• Has excellent park knowledge, including opening times etc.</li> </ul>	<p>Diversity and Inclusion</p>

<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Demonstrates desire to learn and take on more responsibility e.g. ordering and planning</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> <li>• Coachee/ mentee support ongoing and recorded</li> </ul>	Coaching and mentoring
<p><b>Key measures</b></p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS  Owner survey  Complaint ratio  Manager feedback</p>	