

ROLE PROFILE

Head of Grounds	
Reporting to:	General Manager or Head of Maintenance
<p>Role purpose:</p> <p>To manage all aspects of the Grounds and Gardens function on park, including ensuring that the grounds are safe and well maintained, making sure total compliance with all relevant legislation and regulations.</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • To oversee the management of the grounds and gardens function within the park and lead the team in delivering a quality service. • Responsible for driving the quality of gardening, grass cutting, litter and refuse management, park signage, roads, pathways drainage and groundworks. • Ensure all caravan pitches are well maintained and adhere to all company health and safety guidelines • To plan and prepare for both reactive and planned groundwork tasks. • Supervise any external groundwork contractors, ensuring quality workmanship • Monitors tasks and arrange the appropriate resources. • Adhere to all mandatory and company Health and Safety policies • Manage all maintenance team administration, including scheduling rotas and allocating tasks, managing time off, payroll enquiries, team member appraisals and any development requirements. • Ensure new team members complete all mandatory Induction and job role training requirements • Works in partnership with other managers to ensure a culture of strong communication and teamwork. • Manage Grounds and Gardens budget 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • IT literate with a knowledge of basic software systems • Competent in groundwork and gardening trade skills, holding appropriate qualifications • Previous experience in a supervisory / team leader role • Positive "can do" attitude • Clean driving licence 	<p>Training for role</p> <p>Company Orientation and Induction General health and safety Fire safety Manual handling COSHH GDPR – E-Learning</p>
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<ul style="list-style-type: none"> • Used to working both independently and as part of a team • Flexibility around working hours 	
<p>Competent – three months</p> <ul style="list-style-type: none"> • Ability to work independently, without supervision and plan workload accordingly • Competent in role related IT systems. • Is aware of the standards required within their department, identifying, and rectifying any issues • Is ensuring that resources are being used appropriately and jobs are completed to a high standard and on time. • Equipment is being maintained in the correct way. • Management of the grounds and gardens budget. • Has started to develop a good working relationship with the team, the owners, holidaymakers, other colleagues, and external suppliers 	<p>Diversity and Inclusion</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Willingness to take on, and learn, new skills • Excellent park and product knowledge, with the ability to answer guest / owners' questions if required. • Established working relationships with their team, owners, guests, colleagues, and external suppliers • Ability to support team within their department looking to progress, including mentoring apprentices 	
<p>Excellence</p> <ul style="list-style-type: none"> • Ability to identify potential areas for improvement within own department and suggest solutions. • Consistently delivering a service above and beyond the requirements of the role. • Consistently achieving and exceeding department targets and KPIs • Ability to undertake ad hoc projects when required. • Recognised skills as a coach and mentor to assist with succession planning. 	<p>Coaching and mentoring</p>
<p>Key measures Owner & Guest feedback</p>	

Complaint ratio Manager feedback Operating within budget	
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