

## THE PICKAQUOY CENTRE

### POST OF SEASONAL CARAVAN PARK WARDEN

#### JOB DESCRIPTION

<b>HOURLY RATE:</b>	£8.01
<b>NO. OF HOURS:</b>	1 x casual - minimum 12 hours available during peak season 1 x casual – holiday / sickness cover / ad hoc to cover busy periods
<b>DATE PREPARED:</b>	February 2019
<b>RESPONSIBLE TO:</b>	Customer Engagement Officer
<b>RESPONSIBLE FOR:</b>	Not applicable

**PRINCIPAL FUNCTIONS:** Overview  
The role is to provide excellent customer service, act as an ambassador and carry out all site duties and ensure that the Caravan Park operates to the highest standards while on duty. The role is currently required from April to October. The campsite officially opens in March, which will include some initial training.

During end of May, June, July and August a Warden will be on site from 08.30 – 20.00 Monday - Friday (2 shifts), 09.00 – 18.30 Saturday – Sunday (1 shift). April/October hours 11.00 – 15.00; beginning of May/September hours 09.00 – 17.00 dependent upon capacity of caravan park.

#### Main Duties:

1. To provide a welcoming environment and deliver a high level of customer service.
2. To take responsibility for the cleanliness of the amenity block, camping pods and all other areas that encompass the caravan and camping park at all times.
3. To use the computerised booking system to register campers onto the site.
4. To identify and isolate faults or items needing repair and report to maintenance.
5. To liaise with the Duty Manager, Maintenance Technician on any problems that may arise.
6. To ensure campers are directed to the correct pitch.
7. To ensure that all health and safety policies and procedures are fully implemented.
8. To perform regular checks of campers permits to ensure all campers have registered and paid the appropriate fee.

9. To ensure that the campsite grounds are maintained in good order.
10. To possess a sound local knowledge of Orkney and its tourist attractions.
11. The postholder must at all times carry out his/her responsibilities with due regard to the Centre's policies and practices.
12. To perform all duties in accordance with the standards as set out in the operating procedures and working instructions.
13. To undertake any other duties as the management team may require.

### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Professional / Educational Qualifications –</b> <ul style="list-style-type: none"> <li>• To be able to provide evidence of health and safety knowledge in relation to camping and caravanning, including COSHH.</li> </ul>		✓
<b>Relevant work / other experience –</b> <ul style="list-style-type: none"> <li>• To have a working knowledge and experience in housekeeping and general cleaning duties, and provide a very high level of cleanliness</li> </ul>	✓	
<b>Skills and Abilities –</b> <ul style="list-style-type: none"> <li>• To be able to carry out all functions of the role.</li> <li>• To demonstrate a proven record in providing excellent customer service.</li> <li>• To be able to operate a computerised booking system.</li> <li>• To have the ability to work unsupervised and take initiative, in addition to working as part of a team.</li> <li>• To have a good level of numeracy skills.</li> <li>• To have cash handling experience.</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓	
<b>Personal Qualities –</b> <ul style="list-style-type: none"> <li>• To be highly professional at all times and be an excellent ambassador for the Centre.</li> <li>• To demonstrate good local knowledge of Orkney.</li> <li>• To be highly efficient with excellent attention to detail.</li> <li>• To have a keen interest in camping and caravanning.</li> </ul>	✓ ✓ ✓	✓
<b>Additional Job Requirements –</b> <ul style="list-style-type: none"> <li>• To be available to work within the Warden's operating hours to provide relief cover through the season.</li> </ul>	✓	