



Searles Leisure Group Groundsman

Role Summary

You will support the Company in providing an outstanding service and creating a five star, well maintained and safe environment for our customers, by ensuring the Site grounds, facilities, buildings and equipment are well maintained on a day to day basis in accordance with our park procedures & guidelines.

Key Responsibilities

- Provide an outstanding level of customer service to ensure we meet and exceed our visitor's expectations
- Ensure the Park is attractive, welcoming, functional and safe
- Continually maintain and develop the Park grounds to a safe and high standard
- Maintain buildings and property to a safe and high standard, including housekeeping/tidiness
- Ensure safe operation, maintenance and cleaning of equipment, machinery and vehicles
- Work with the Park's Health and Safety guidelines to maintain and monitor a safe and secure environment for the welfare of our visitors and staff.
- Apply company policies, procedures and rules in a fair and flexible manner in accordance with the requirements of the company
- Maintain an effective and friendly working relationship with colleagues.
- Be prepared to undertake all tasks required to ensure the consistent and efficient running of the business.
- Be proactive in identifying improvements beneficial for both visitors and staff on site.

Key Tasks

Customer Service

- Provide and promote an enthusiastic, welcoming and cheerful attitude at all times
- Assist in dealing with customer queries and problems promptly and efficiently
- Be aware of the effects of your work on the customers around you (e.g. disruption, noise, inconvenience)
- Maintain cleanliness and tidiness at all times
- Respond promptly to customer problems and jobs, in liaison with the Park Reception

Working attitude

- Be aware that by working on the Park you are part of the team – your actions and attitude will make a difference
- Positive 'Can Do' Attitude

Park Grounds and Facilities

- Maintain all grounds and public areas to a five-star standard of cleanliness, tidiness, presentation and safety
- Maintain, develop and landscape all grounds, including grass, hedges, recreational areas, golf course, woodland, gardens, caravan pitches
- Develop, prepare, repair and landscape Caravan pitches, including car parks, patios and paths, concrete bases, groundwork's
- Maintain machinery, equipment and vehicles, including daily and routine maintenance
- Site, connect, disconnect caravans to/from services
- Move storage tourers and caravans

Health and Safety

- Ensure compliance with Health and Safety legislation and Company Health and Safety guidelines
- Maintain all public areas to a high standard of safety
- Identify potential risks and hazards around site
- Use the correct equipment and materials as trained and for the appropriate reason
- Attend training courses as required



Park Procedures and Guidelines

- Have a working knowledge of the Park's procedures and guidelines
- Be familiar with and uphold and enforce the Park rules

Other duties

- Participate in training and development activities to ensure own continuous professional development
- Participate in team meetings
- Cover the duties of other staff as and when required.
- Liaise and cooperate with your colleagues and staff in other departments
- Complete daily timesheets/clock in procedures
- Uphold, safeguard and promote the business values and philosophy
- Any other duties as determined by the Senior Managers/Proprietors

Contract & Hours of Work

- Permanent, 40 Average hours per week, including weekend and bank holiday working.

Please note, we are a 7-day a week operation in the peak periods. Some shifts will include weekends and some public / bank holidays on a rota basis.

Salary

- Negotiable- dependent on experience and qualifications

Our Standards

- Provide an outstanding level of customer service to ensure we exceed our visitor's expectations
- Achieve/retain 5 Star Grading and Gold David Bellamy Award, and any other relevant awards and standards.

This Job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Not all specific tasks can be listed and your role includes any other duties or responsibilities on request as may reasonably and lawfully be expected to assist in the day-to-day operation of the Park.

Essential Criteria

- Full UK Driving Licence is essential due to the use of Company Vehicles.
- Good Communication Skills.
- Mowing and grounds maintenance experience.
- Tractor driving & reversing trailers
- Manual Handling skills
- Basic Maintenance skills
- Plant Machinery operation experience
- Customer service

Desirable Criteria

- Ability to work late when required and deal with emergencies

Accommodation is not available for this position.

N.B: The Company may require you to work at any other sites operated by the Company or associated with the Proprietors or such other place as we may reasonably determine.