

ROLE PROFILE

TITLE: GROUND MAINTENANCE WORKER
DEPARTMENT: Operations
REPORTING TO: Site Foreman

GENERAL SUMMARY:

To work within the ground maintenance team at to ensure exact standards are maintained and customer service standards are exceeded. Carrying all work in line with Health & Safety requirements & regulations.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Working relationships / Communication

- ✧ Interacts & communicates effectively with all team members, customers & management team. Works closely to establish strong links with the reception, Park Management, grounds maintenance team, holiday makers and customers.

2. Key responsibilities

Operational / Profit

- ✧ To carry out allocated jobs on a daily/shift basis, ensuring that work is completed promptly & to a consistently high standard.
- ✧ Review workload on a daily basis with the Site Supervisor and prioritise work.
- ✧ Ensure that all rubble & refuse is removed and disposed of/stored from empty pitches immediately.
- ✧ To assist with the siting of caravans/lodges and aftersales repairs.
- ✧ To assist in park development work including buildings and new pitches.
- ✧ Painting of fences/doors as required.
- ✧ To carry out basic repair work to the main complex and caravans/lodges.
- ✧ To carry out basic plumbing work as required.
- ✧ To be responsible for plant & equipment ensuring that all machines are maintained, serviced, and kept secure.
- ✧ To carry out your duties with due care and attention to health and safety guidelines & issues, ensuring that appropriate PPE is used and health and safety rules and regulations are followed for the grounds team and yourself.
- ✧ To note & report work requiring attention to the Site Supervisor as soon as possible e.g. damaged/dangerous steps, paths and services.
- ✧ To assist in park development work including buildings and new pitches.
- ✧ Carry out maintenance on plants, shrubs, mowing and ensure that edgings are kept straight and well presented.
- ✧ Ensure that the grounds are maintained in a clean & tidy manner on a regular and rotated basis. This may include grass cutting, weeding, strimming & spraying.
- ✧ Ensuring that all chargeable work undertaken is passed on for invoicing.
- ✧ Clearance of litter bins, ensuring that bin stations are kept tidy.
- ✧ Assisting in the implementation of legal/site rules in a diplomatic way and reporting failure to comply e.g. speeding vehicles, dogs not on leads.
- ✧ To undertake other duties not specified above which are appropriate to the level & responsibilities of the post e.g. shop or reception work.
- ✧ Any other duties which may, from time to time, be determined by company management.

Customer Service / Quality

- ✧ Maintain the service provision in line with company standards & expectations.
- ✧ Liase with customers on a daily basis, handling & resolving any issues, wherever possible in a professional manner.
- ✧ Ensure that customers & guests receive an efficient, friendly, consistent & personalised service.
- ✧ Maintain standards of personal appearance & hygiene in line with Company requirements.
- ✧ Ensure that all Health & Safety, hygiene & COSHH regulations comply with requirements & park rules are applied.

PERSON SPECIFICATION:

FACTORS			CRITERIA	MEANS OF ASSESSMENT		
				App	Ref	Int
Education & Professional Qualification	Essential	A1	o GCSE/O Level Maths (or equivalent) or high level numeracy skills.	<input checked="" type="checkbox"/>		
		A2	o GCSE/O Level English (or equivalent) or high level literacy skills.	<input checked="" type="checkbox"/>		
	Desirable	A3	o Evidence of on-going professional development.	<input checked="" type="checkbox"/>		
Experience/ Training	Essential	B1	o Previous experience of basic maintenance/repair work.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B2	o Effectively working as part of a team.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B3	o Track record of consistently meeting deadlines & of working under pressure.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B4	o Previous experience of ground work e.g mowing, strimming.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Desirable	B5	o Knowledge & experience of basic tools.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		B6	o Knowledge of plants and shrubs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific aptitude and abilities	Essential	C1	o High level of accuracy and attention to detail.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		C2	o Ability to work in a team and manage workload effectively	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		C3	o Ability to communicate effectively & clearly with the Maintenance Supervisor, Park Management & staff on park.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Interpersonal Skills	Essential	D1	o Excellent communication and interpersonal skills.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		D2	o Ability to work well in a team and contribute to team objectives.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		D3	o Good customer care skills.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Special Factors	Essential	E1	o Positive, enthusiastic and flexible approach to work.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
		E2	o Good timekeeping and attendance record.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		E3	o Full Clean Driving Licence	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Desirable	E4	o Previous experience working within the caravan industry.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

HOLIDAYS:

5.6 weeks (pro rata) per year.

NORMAL HOURS:

There are no minimum or maximum hours guaranteed. Hours will be scheduled according to a weekly rota. Weekend and Bank Holiday work may be required.

PERFORMANCE REVIEWS:

The post holder will be expected to participate in the Performance & Development Scheme, which is currently in place across the company.

Risk Management/Health & Safety at Work

South Lakeland Parks is committed to protect its staff, customers and assets and reputation through an effective risk management process. The post holder will be required to comply with South Lakeland Parks Ltd Health and Safety Policy and actively participate in this process and have responsibility for managing risks and reporting exceptions.

Confidentiality

You are required to observe and sign the Company’s policy of Confidentiality and Data Protection of South Lakeland Parks Ltd employee and customer information.

You must also observe your legal responsibilities in handling stored personal data and operation the Company’s IT security policies.

Data Protection

Under the Data Protection Act 1998, South Lakeland Parks Ltd advise you that it will be keeping personal information on you for administrative and managerial purposes. To obtain a full list of information retained, you can contact the Human Resources Department, Helme Bank, Helme Lane, Natland, Kendal, LA9 7PS.

South Lakeland Parks Ltd will only disclose personal details on you to relevant departments within Company. You will be informed of any disclosure request of personal details made unless an exception is made. An example of an exemption is an Inland Revenue or DSS request

Note

This role profile is intended to identify key responsibilities only. Specific objectives will be agreed annually. It is a guide to the nature & main duties of the job & is not intended

as a wholly comprehensive or permanent schedule. The order in which duties & responsibilities are listed is not significant.

This role profile is current as at the date shown below. In consultation with the post holder it is liable to variation to reflect or anticipate changes in or to the role.

Revised by: Mel Whitehead

Date: Jan 10