

THE CARAVAN CLUB - JOB DESCRIPTION

Job Title: Caravan Club Assistant Wardens

Responsible to: Caravan Club Wardens

Purpose of the Job:

To support the Wardens in providing a first-class service and in creating a safe, relaxed & enjoyable holiday environment for all our visitors by ensuring the smooth running of the site at all times.

Key Tasks/Accountabilities:

1. Provide levels of customer service in accordance with The Club's standards (as instructed by your Warden/Regional Manager) to meet visitors' expectations.
2. Ensure the site and the site's facilities are maintained to a high level of cleanliness and appearance to comply with The Club's standards (as instructed by your Warden/Regional Manager)
3. Working within The Club's Health and Safety guidelines to maintain and monitor a safe and secure environment for the welfare of our visitors and staff.
4. Assist the Wardens with the safe operational practices and maintenance of site equipment to ensure compliance with The Club's obligations and policies.
5. Maintain accurate computerised and written records. Provide efficient administration of the site to support The Club's operational procedures.
6. Apply Club policies, procedures and rules in a fair and flexible manner in accordance with the requirement of the site.
7. Maintain an effective and friendly working relationship with colleagues to promote a constructive working environment, both at East Grinstead and throughout the Sites Network.
8. Be prepared to undertake all tasks required to ensure consistent running of the site.
9. To provide a consistent level of service and cover by maintaining the standards and working practices in the absence of the Warden in accordance with the requirement of your site.

Club standards

The Club is extremely proud of its reputation of providing high standards for our members and visitors. Part of the role of an Assistant Warden is to ensure that these standards are upheld and maintained at all times to the highest level on each and every varied site. These standards incorporate but are not restricted to:

- Promoting a positive and welcoming attitude at all times.
- Presenting a site that is attractive, welcoming, functional and safe.
- Maintaining all public areas to the required standards including play areas, machinery, ground maintenance and lighting.
- A working knowledge of the Sites Operating Procedures and Guidelines.

Key tasks and responsibilities

Customer Service

- To promote a positive and welcoming attitude at all times.
- Meet and greet all visitors and complete the arrivals/departures processes as trained.
- Keep the information room updated and to be knowledgeable about the local area and amenities.
- To be a point of contact at all times, including emergencies
- To be proactive in identifying improvements beneficial for both members and staff on site.

Site Facilities

- To present a site that is attractive, welcoming, functional and safe.
- Maintain all public areas to the required standards (as instructed by Warden and/or Regional Manager) including pitches, shower facilities, veg preparation, laundry and refuse facilities.

Health and Safety

- Maintain all public areas to the required standards including play areas, machinery, ground maintenance and lighting.
- To identify potential risks and hazards around the site
- To use the correct chemicals as trained and for the appropriate reason.
- Once trained be prepared to administer First Aid when required
- Attend refresher training as required.

Club's Policies and Procedures

- To have a working knowledge of the Sites Operating Procedures and Guidelines.
- To utilise the range of reference manuals that provide guidance to site staff to enable them to complete the necessary activities of the role.

Club's Site Rules

- To be familiar with The Club's Site Rules within the relevant areas of the Sites Directory and Handbook

Interaction with East Grinstead and Sites Network

- To liaise as appropriate with Regional Managers, Sites Network staff, local suppliers and colleagues based at East Grinstead including Regional Officers and HR.
- To utilise the methods on site for retaining and retrieving information. Appropriate styles and content should be used when communicating with colleagues, either, verbally, via email or in writing.

Multi skilled employees

- To utilise all training materials (Sites Training Programme, Warden Procedures and Fallback Procedure) and methods that are developed and delivered to enable all team members on site to be multi skilled in all areas of maintaining the site.