

INTRODUCTION TO THE CARAVAN CLUB STRUCTURE AND ASSISTANT WARDEN APPOINTMENTS

The Caravan Club

As a Caravan Club member, you will already be aware that the Caravan Club first started in 1907 and now represents the interests of 1 million caravanners (both members and their families).

Our aim is to help members make the most of the joys and freedom of caravanning by providing an unrivalled range of services, facilities and information to its members.

The head office is based at East Grinstead, West Sussex and the following will give you an idea of the roles/responsibilities of each department based here:-

Director General	Responsible for ensuring that the decisions of the Committees of the Caravan Club are implemented.
Human Resources	Responsible for the recruitment, training and development and welfare of all staff (head office, wardens & flying squad).
Finance & Management Services	Responsible for the finances of the Caravan Club, supporting the general administration at head office and ensuring the Health and Safety of all staff and visitors to head office and our directly-managed sites.
Estates	Responsible for the acquisition of new sites, the continued development of our directly-managed sites and the administration of the Certificated Locations network.
Marketing	Responsible for the continued recruitment of new members, the organisation of events such as the National Rally, the production of the Club Magazine and the arrangement of various public relations activities.
Membership Services	Providing telephone and administrative support for people wishing to join the Club and for existing members who wish to use our products and/or services, both at home or abroad. Membership Services also run the UK Sites Network.

Membership Services Department

As Assistant Wardens you will be assisting the site Wardens, who report to the Regional Manager. The Regional Managers report to the Head of Sites Operations, who in turn reports to the Director of Membership Services. The Wardens will be able to deal with the majority of questions and queries you may have during your working day but any other matters must be discussed with your Regional Manager, in the first instance. For help on all aspects of the general administration of the site, you may also direct your enquiries to your Regional Officer, based at head office.

UK Sites

Of the 205 Club sites, 41 sites are affiliated sites. These sites are privately owned and run and so may operate a different scale of fees or slightly different rules. The remaining 164 sites are directly managed by the Caravan Club. Twelve of these are management agreement sites whereby they are owned and maintained by either a local authority, racecourse company or the National Trust but the Club provides day-to-day site management on behalf of the owner, which includes the appointment of Wardens.

Of the 164 directly managed Club sites, 3 sites are run by volunteers whilst the remainder are run by our Wardens. On 93 of these sites Wardens require Assistant Wardens to help them.

The Appointment

Your first appointment will be to an Assistant Warden post at a site with a toilet block. This is so that you can gain a wide variety of training and experience in your first season. We expect that three seasons on different Club sites will normally give you the skills and experience to enable you to be put forward for promotion to a Warden position. However, due to the minimal number of vacancies for Warden positions, it may take longer than three seasons before promotion is offered. Promotion is awarded on the suitability of the couple to the vacancy in question.

With very few exceptions you will be expected to use your own touring van as accommodation whilst working on site. Most appointments are between 5 - 8 months on a fixed-term contract and the working hours per week usually range from 36 to 46 hours per person. The rate for a first year Assistant Warden is currently £5.95 per hour, per person. Salaries are reviewed annually. Your length of contract and number of working hours will be determined by the site to which you are appointed and it should be noted that each season your contract may vary, which may mean that your salary may increase or decrease depending on the contract. You must be aware that no guarantee of length of contract and/or the number of working hours per week is given at any time during your employment.

The Caravan Club does not employ new Assistant Wardens to work winter contracts only. However, once experience has been gained on a few Club sites, this option may be considered when looking at future work.

For further details about the position, please refer to the enclosed Job Description.

The Selection Process

On receipt of a completed application form we will consider your suitability for taking your application forward to the next two stages of our recruitment process.

1) **Assessment Centre** The assessment will consist of various activities designed for us to assess your abilities and competencies, together with a formal interview. We will be looking for such skills as problem solving, planning and organisation, communication, innovation and stamina. The activities will not only be a guide for us but should also be enjoyable and challenging for you. The Club will reimburse you for mileage costs. For those travelling from abroad, mileage will be paid from and to your UK port of entry. In the case of a couple, both applicants are required to attend.

2) **Work Experience** If successful at the Assessment Centre you will be asked to complete a period of work experience on a site near to your home. This will entail working on a voluntary basis for a couple of days for which a free pitch and electricity will be provided. This will enable you both to gain first hand experience on a site, which will help you to decide if this type of employment is for you. The wardens are also asked for feedback on your performance over this period.

All Applicants must be successful at **all** stages of the selection process.

Assistant Wardens Induction Training

Following success at all stages your next step will be to attend our induction training. This normally takes place over four days during March. The induction covers various elements of the job for which you will be trained and assessed including health and safety, first aid, fire safety, tractors and small equipment, and office procedures.

If you are offered an Assistant Wardens position part way through the year, without having undertaken the Induction, some elements of the training will be carried out on site and you will be invited to attend part of the induction the following year.

Timing of Appointment and Prospects

Those who have been advised that they are successful will then be kept in a 'pool' to be appointed onto the network as soon as a suitable vacancy arises or after our selection process has taken place around September/October each year. Your appointment will also depend on the area in which you wish to work and the date you are available to start. It is not possible to confirm how long it will take to offer you an appointment, as it will depend on when a vacancy arises and when you are able to accept, depending on your own circumstances. You will be notified of your post for the forthcoming season as soon as possible.

Your first appointment is your probationary period, providing your first season is for at least thirteen weeks. Periods of less than thirteen weeks will not be recognised as a full season and the following season's work will therefore be classified as your first season. On successful completion of one season's service you will have continuity of employment and the opportunity of future appointments onto our network. Further terms and conditions are outlined in the

'General Terms and Conditions of Employment for Seasonal Site Wardens and Assistant Wardens' which will be sent out with your contract.