



JOB TITLE:	Weekend Park Warden
RESPONSIBLE TO:	Park Manager
RESPONSIBLE FOR:	No staff reporting to this position
HOURS:	2 days per week (Saturday and Sunday) Saturdays from 14:00 to 20:30 Sundays from 14:00 to 20:30 (1 st April to 30 th Sept) and 09:00 to 20:30 (1 st October to 31 st March, excluding January) Out of hours 'on call' commitment between the hours of 20:30 to 09:00 both days
RENUMERATION:	£11.50 per hour (minus National Minimum Wage Accommodation Offset Rate) + additional call out fee at £11.50 per hour + benefits including complimentary/ discounted entry to Banham Zoo, ROARR!, PrimEvil, Pensthorpe, Bug Parc, Jimmy's Farm & Wildlife Park

MAIN PURPOSE OF ROLE

This position requires a friendly, energetic and motivated candidate to maintain our standards and values which have been recognised by our award of Camping, Glamping & Holiday Park of the Year at the 2024 East of England Tourism Awards.

You will be responsible for supporting the management team in the out of hours operation of the campsite, ensuring the comfort and safety of all guests, and maintaining high standards of cleanliness.

An XL hardstanding touring pitch for your own caravan or motorhome will be provided February to December as part of the benefits package with free electric, water, WiFi and laundry facilities as the role involves evening on duty calls.

KEY RESPONSIBILITIES

- Taking over from Park Reception when it closes, meeting and greeting any remaining guests still to check-in, relaying relevant information regarding the Park's facilities
- Directing guests to the correct pitch, Glamping Pod or Shepherd's Cabin, ensuring vehicles are parked correctly, 6-metre fire safety gap is adhered to between pitches and glamping deposit forms are completed
- Providing an efficient support service to resolve guest problems and respond to out of hour emergencies; housekeeping, maintenance, first aid, adverse weather conditions etc.
- Responding to guest queries, providing recommendations and sharing knowledge of the local area and tourist attractions
- Ensuring high standards of presentation, hygiene and cleanliness are maintained across the Park. This will include monitoring and cleaning customer critical facilities and communal areas each evening as required

- Performing evening walk rounds to undertake health and safety/ security checks and monitor noise levels between 22:00 and 09:00 to ensure guests are adhering to our site code. Multiple walk rounds will be required during busy peak periods
- This role requires an emergency out of hours 'on call' commitment between the hours of 20:30 and 09:00. A minimum additional payment of 15 minutes' working time will be made for each call-out

OTHER TASKS

- Provide access to our secure storage facility, ensuring security procedures are adhered to
- Report any maintenance issues and/ or faults to the Park Manager
- Ensure health and safety procedures are adhered to and maintained at all times
- To work in compliance with all statutory laws and regulations
- Understand and operate according to 'Company Values' and presentation standards ensuring that a high standard of customer care is always achieved
- Undertake any other reasonable duties as requested by the Park Manager, any necessary training will be provided

KEY SKILL REQUIREMENTS

- Friendly, approachable with a passion for great customer service
- Problem solving skills with ability to handle tricky situations and think on your feet
- Excellent communication and interpersonal skills, with the ability to build positive relationships with guests and colleagues
- Dependable, trustworthy and able to multi task and learn new skills
- A keen interest in camping, caravanning and glamping with your own caravan/ motorhome
- An awareness of health and safety in relation to camping and caravanning, including COSHH
- Flexibility to work within the Park Warden's hours and provide holiday cover for the Weekday Park Warden
- A full UK driving licence
- Towing experience would be advantageous
- First aid and fire training desirable, however training will be provided
- A DBS check will be required at company expense

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending on operational requirements required by the business.

HOW TO APPLY: Please apply with your current cv and covering letter.

Please note this vacancy may close at any time once sufficient applications have been received. Early submission of your application is therefore encouraged.

About Applewood Countryside Park:

Recently awarded Camping, Glamping & Holiday Park of the Year at the 2024 East of England Tourism Awards, Applewood Countryside Park is a family owned business in the South Norfolk village of Banham.

With a loyal and happy customer base, the campsite is open February to December for touring caravans, motorhomes, tents, large groups and rallies across its 110-pitch site. It also offers six cosy Glamping Pods and five luxury en-suite Shepherd's Cabins and a growing programme of seasonal events.

Facilities include modern shower rooms and toilets, two fully accessible/ family wet rooms, laundry facilities, complimentary WiFi, a children's play area, an undercover Games Den, and a large meadow perfect for dog walks, games and activities.

The campsite boasts a great location next to Banham Zoo (with guests entitled to discounted entry), and is within walking distance to the village of Banham and its amenities; pub, convenience store, local butchers, takeaway restaurant. It's also close to popular spots such as Bury St Edmunds, Norwich, Thetford Forest and the Norfolk coast.