



Job description

GROUND'S MAINTENANCE WARDEN

LOCATION	Pinewoods
REPORTING TO	Park Operations Manager

Pinewoods is part of the Holkham Estate

Holkham's vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry and country sports. The leisure businesses comprise a hotel and restaurant, a holiday park, beaches, car parks, admissions, cafes, shops, weddings, concerts and events.

Holkham was awarded as Best Large Employer - Eastern Region in 2023. We have high levels of staff satisfaction, quality learning and development opportunities and a strong work ethic where the human touch is never lost.

Pinewoods, Wells-next-the-Sea

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods is a five-star graded Holiday Park offering a combination of caravan holiday homes for purchase, holiday homes and lodges for hire and touring caravan pitches. In addition, Pinewoods has responsibility for the stunning Wells Beach and its iconic beach huts, for hire and sale, as well as operating the Wells Beach Bus.

Overall job purpose

Our Ground's Maintenance Wardens are responsible for on-site maintenance and to ensure that the park, beach and facilities are maintained to the highest standards. The output of the role is observed closely by holiday homeowners, holiday guests and visitors and where the delivery of consistently high standards uphold the Park's reputation and success. A desire to deliver excellent customer service combined with enthusiasm, attention to detail and an absolute commitment to quality are essential requirements.

Pinewoods Holiday Park has developed, and maintains, standard operational procedures for all areas of the business. As part of your induction, you will be taken through the relevant operational procedures. The role actively feeds into the use, development and continuous review of operational procedures, standards checklist and all key performance indicators.

The working week is 37.5 hours.

Key Responsibilities

The following is intended to provide guidance as to duties but is not exhaustive;

Grounds Maintenance

- To ensure your compliance with the site and grounds maintenance risk assessments.
- To ensure you adhere to site and grounds maintenance processes.
- Demonstrating our five great behaviours.
- To follow the agreed site opening procedure and ensure all tasks are completed within agreed timescales.
- To update the Park Operations Manager regularly on progress.
- To contribute to the tidiness and general appearance of the Park to maintain 5* Gold standards.
- The planting and maintenance of trees, shrubs, herbaceous plants, ground cover and annual bedding, hedge clipping and pruning.
- Grounds maintenance and cultivation.
- The use and maintenance of hand tools and basic light machinery.
- The use of ride on mowers, strimmers, hedge trimmers and leaf blowers.
- Maintenance and care of equipment including oil level checks and checking for damage.
- To ensure that all equipment, machinery and buildings are kept secure, safe and clean.
- To ensure that we meet our sustainability goals and identify opportunities for improvement in this area.
- To respond and where possible resolve customer questions or concerns, passing onto the appropriate team member if required e.g. Reception.
- Liaising with owners regarding appropriate planting around their caravans.
- To be aware of Health and Safety requirements and carry out all duties in compliance with health and safety at work legislation and Pinewoods Risk Assessments and agreed processes.
- To be aware of and report and identified risks.
- To apply chemicals where appropriate.
- To clean and maintain the hard surfaces around Pinewoods Holiday Park and treat them when required.
- To keep all paths and driveways clear and safe to use including gritting and salt spread.
- As Pinewoods Holiday Park is a twenty-four hour per day business when open, being available out of hours (occasional call out) as per rota is required.

Skills, Knowledge and experience

1. Full, clean driving licence
2. Excellent customer service skills
3. Initiative, energy and a positive attitude
4. Enjoys working outside
5. Good standards of personal presentation
6. Attention to detail and a desire to get things right
7. Team player
8. Flexibility and an ability to work calmly under pressure
9. You must have the right to live and work in the United Kingdom

Training

You will be required and encouraged to engage in a program of professional development.

HOLKHAM

Our **vision** is to be the UK's most pioneering and sustainable rural estate

Our ambitions

We are custodians of important historic buildings and collections which we will treasure, enhance and revitalise before we hand these on to the next generation.

We will be pioneering, sustainable and influential in managing our landscape, farmland, habitats and wildlife.

We will create welcoming experiences to attract, inform and inspire those who visit or stay with us.

We want Holkham to be a great place to work, where talent is developed, teams set their own high standards and the human touch is never lost.

We will be a force for good in helping local communities to thrive, by providing employment, homes, and support for local businesses and charities.

Our five great behaviours

TEAMWORK MUTUAL RESPECT
SUSTAINABILITY CHALLENGE GO SEE