

Harrogate Caravan Park – Deputy Wardens

Function	Harrogate Caravan Park Deputy Wardens – Fixed term contract for services from March to Oct 2018.
Place of work	Harrogate Caravan Park, Railway Road, Great Yorkshire Showground, Harrogate, HG2 8NZ
Hours of work	Daily hours are those necessary to carry out the job function but will be variable per week. Working 3 out of 7 operational days of the week with additional hours in mornings/evenings and weekends as an essential feature of the work.
Fees	£258 per week .If the contract is extended beyond 1 Nov 2018 the weekly fees will still apply. A end of season bonus of £2000 is payable at the end of the contract.
Onsite accommodation	Onsite accommodation provided during the operation of the contract including Electricity, Gas and Water. Other times may be available subject to a separate written agreement with YEC Ltd.
Responsible to	Heather Parry – Managing Director YEC Ltd
Background information	<p>The Yorkshire Agricultural Society is a registered charity which is best known for running the annual Great Yorkshire Show but also works hard throughout the year to improve farming, food and education in the North of England. It has a subsidiary company – Yorkshire Event Centre Ltd - its commercial arm, who help fund the charitable work by hosting a wide range of events throughout the year.</p> <p>To further the YAS's objectives of helping Yorkshire farmers, the Harrogate Caravan Park will be opened as a new commercial venture.</p> <p>The role of Warden is to ensure that high standards on the Caravan Park are set and maintained at all times. These standards incorporate:</p> <ul style="list-style-type: none"> • Promoting a positive and welcoming approach • Presenting a site which is attractive, welcoming, functional and safe • Maintaining all public areas to the high required standards • A good working knowledge of the Parks operating procedures and guidelines
Function of Assistant Caravan Wardens	To provide a first class service working in partnership with the Caravan Park Wardens to create a safe, relaxed and enjoyable holiday environment for all our visitors by ensuring the safe running of the Harrogate Caravan Park at all times. The Main tasks involved in the role are listed below.

Main tasks

- Provide relief cover for the Caravan Wardens across all areas and functions of the operation of Harrogate Caravan Park.
- Assist in setting up Site rules and information.
- Provide excellent levels of customer service in accordance with Harrogate Caravan Park standards to meet and exceed visitors expectations
- Ensure the Park and the facilities are maintained to a high level of cleanliness and appearance to comply with Harrogate Caravan Park's standards. This will include mowing the grass, maintaining the hedges and light maintenance tasks on site.
- Work with the Park's health and safety guidelines to maintain and monitor a safe and secure environment for the welfare of our visitors and staff.
- Operate within safe operational practices and maintenance of all site equipment to ensure compliance with the Park standards.
- To maintain accurate computerised and written records. Provide efficient administration of the Park to support the Park's operational standards.
- Apply Park policies, procedures and rules in a fair and flexible manner in accordance with the requirements of the Park.
- Maintain effective and friendly working relationships with colleagues to promote a constructive working environment.
- Be prepared to undertake all tasks to ensure consistent running of the Park.
- To provide consistently high levels of service and cover by maintaining the standards and working practices across all areas of the Caravan Park operation.
- To be a First Aider for the Park
- Support the rest of the showground team as necessary

N.B. Other appropriate tasks will be added to the role from time to time.

Main accountabilities

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 information about the local area and 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
- Achieve good scores on Trip Adviser and www.UKCampsite.co.uk with well cut grass and well maintained gardens plus clean facilities.

Site Facilities

- To present a Park that is attractive, welcoming, functional and safe
- Maintain all public areas to the required standards (as instructed by line manager) including pitches, shower and toilet facilities and all other public areas including grassed areas.

Health and Safety

- Maintain all areas to the required standards
- To identify potential risks and hazards around the site
- To use the correct chemicals as trained and for the appropriate reasons
- Once trained be prepared to administer first aid when required

Site policies and procedures

- To have a working knowledge of the Park's operating procedures and guidelines
- To utilise the range of policies that provide guidance to site staff to enable them to complete the necessary activities of the role.

Interaction with other showground staff

- To liaise as appropriate with Managers, YEC staff, local suppliers and colleagues in order to operate the Park effectively.

Skills required

The successful applicant(s) will have the following skills;

- Skilled in running a successful Caravan Park
- A good understanding and appreciation of the most important elements of running a successful Caravan Park
- Good organisation skills
- Flexibility to work non-standard hours and consistency to ensure the service is as good at 2100 hours as it is at 0900 hours
- Passion for customer service and high levels of quality in every aspect of the business
- Ability to communicate clearly and concisely
- Good computer skills
- Ability to handle cash and conduct the full cashing up and reconciliation procedure
- Ability to keep financial records
- Good written and oral communication and negotiation skills
- Ability to prioritise, manage multiple priorities, create effective work plans and meet deadlines
- Ability to remain calm and level headed in stressful situations
- Lots of initiative and a hands on, can do, approach
- Good team player
- An awareness of Health and Health and Safety Regulations and how to implement them effectively