

Gardener/Groundsman

Searles Leisure Group

The Business:

Searles Leisure Group is a family run firm and has grown over the years into a highly successful business. The Leisure Resort has been offering holidays on the North Norfolk coast of 'Sunny Hunny' for over 83 years.

In 2018 Searles was awarded 'Best Holiday Park in Suffolk and Norfolk' by the EDP Hosesasons Tourism Awards. Creating happiness for all ages is a core value of Searles Leisure Resort. Part of achieving this is Searles impressive array of facilities including; golf course, swimming pools, soft play area, entertainment and much more. The other part being our welcoming and dedicated team.

Join our Grounds Maintenance Team to ensure we can Create Happiness for all guests visiting Searles Leisure Resort & Heacham Manor Hotel.

Role Summary:

You will support the Department in providing an outstanding service and creating a five star, well maintained and safe environment for our customers, by ensuring the Park grounds, facilities, buildings and equipment are well maintained on a day to day basis in accordance with our park procedures & guidelines.

Key Responsibilities:

- Provide an outstanding level of customer service to ensure we meet and exceed our visitor's expectations.
- Ensure the Park is attractive, welcoming, functional and safe.
- Continually maintain and develop the Park grounds to a safe and high standard.
- Maintain buildings and property to a safe and high standard, including housekeeping/tidiness.
- Ensure safe operation, maintenance and cleaning of equipment, machinery and vehicles.
- 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.
- Apply Park policies, procedures and rules in a fair and flexible manner in accordance with the requirements of the company
- Maintain an effective and friendly working relationship with colleagues.
- Be prepared to undertake all tasks required to ensure the consistent and efficient running of the Park.
- Be proactive in identifying improvements beneficial for both visitors and staff on Park.

Key Tasks

Customer Service:

- Provide and promote an enthusiastic, welcoming and cheerful attitude at all times.
- Assist in dealing with customer queries and problems promptly and efficiently.
- Be aware of the effects of your work on the customers around you (e.g. disruption, noise, inconvenience).
- Maintain cleanliness and tidiness at all times.
- Respond promptly to customer problems and jobs, in liaison with the Park Reception.

Working Attitude:

- Be aware that by working on the Park you are part of the team – your actions and attitude will make a difference.
- Positive 'Can Do' Attitude.

Park Grounds and Facilities:

- Maintain all grounds and public areas to a five star standard of cleanliness, tidiness, presentation and safety.
- Maintain, develop and landscape all grounds, including grass, hedges, recreational areas, golf course, woodland, gardens, caravan pitches.
- Develop, prepare, repair and landscape caravan pitches, including car parks, patios and paths, concrete bases, groundwork's.
- Maintain machinery, equipment and vehicles, including daily and routine maintenance.
- Site, connect and disconnect caravans to/from services.
- Move storage tourers and caravans.

Health & Safety:

- Ensure compliance with Health and Safety legislation and Park Health and Safety guidelines.
- Maintain all public areas to a high standard of safety.
- Identify potential risks and hazards around the Park.
- Use the correct equipment and materials as trained and for the appropriate reason.
- Attend training courses as required.

Park Procedures and Guidelines:

- Have a working knowledge of the Park's procedures and guidelines.
- Be familiar with and uphold and enforce the Park rules.

Other Duties:

- Participate in training and development activities to ensure own continuous professional development.
- Participate in team meetings.
- Cover the duties of other staff as and when required.
- Liaise and co-operate with your colleagues and staff in other departments.
- Complete daily timesheets/clock in procedures.
- Uphold, safeguard and promote the business values and philosophy.
- Any other duties as determined by the Senior Managers/Proprietors.

Contract and Hours of Work:

- 42.5 Average hours per week, including weekend and bank holiday working.

Please note, we are a 7-day a week operation in the peak periods. Some shifts will include split-shifts, weekends and some public/bank holidays on a rota basis.

Our Standards:

- Provide an outstanding level of customer service to ensure we exceed our visitor's expectations.

- Achieve/retain 5 Star Grading and Gold David Bellamy Award, and any other relevant awards and standards.

This job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Not all specific tasks can be listed and your role includes any other duties or responsibilities on request as may reasonably and lawfully be expected to assist in the day-to-day operation of the Park.

Essential Criteria:

- Full UK Driving Licence is essential due to the use of Company Vehicles.
- Good Communication Skills.
- Mowing and grounds maintenance experience.
- Tractor driving & reversing trailers.
- Manual Handling skills.
- Basic Maintenance skills.
- Plant Machinery operation experience.
- Customer service.
- Gardening skills.

Desirable Criteria:

- Ability to work late when required and deal with emergencies.

Experience:

- Gardening: 1 year (Preferred).

Licence:

- Driving Licence for UK (Required).

Company Benefits

- Discounts in Searles Leisure Resort Food & Beverage Outlets.
- 10% Discount at The Mulberry Restaurant at Heacham Manor Hotel.
- Use of Company facilities including Clubhouse, Children's Sidney Soft Play, Swimming Pools, Splash Pool & Gym.
- Discounts on Golf Memberships.
- 10% Discount on treatments at The Mulberry Spa at Heacham Manor Hotel.
- Discounts at the Princess Theatre.
- Offers on accommodation at Searles Leisure Resort and Heacham Manor Hotel.
- A meal is provided on shift (depending on hours worked).

Accommodation is not available for this position.

N.B: The Company may require you to work at any other sites operated by the Company or associated with the Proprietors or such other place as we may reasonably determine.