



JOB DESCRIPTION

Job Title: General Maintenance Operative

Post Reference No: DD12

Reports to: Maintenance Manager or Durdle Door Holiday Park General Manager

Grade/Salary: £12.36 per hour

Hours: 42.5 hours over 12 months. 5 days per week between 8:30am until 6:00pm (finishing at 5:30pm between November and March)

Status: Permanent

The Lulworth Estate are seeking a hardworking, reliable and committed General Maintenance Operative to join our friendly, supportive team at our beautiful holiday park overlooking the world-famous Durdle Door.

Our park has a range of privately owned holiday homes, hire fleet and pitches for touring vans and tents and is extremely popular with a wide range of holiday makers and owners, all of whom share a love of this idyllic, unspoilt coastline and countryside.

Our Maintenance Operatives are busy and thrive in a fast-paced environment. We push for the highest standards in every area of work and all employees are expected to hold themselves to the same high standards. All applicants must be able to show initiative in every job they do, allowing the visitor experience to be the best it can be.

Applicants will need to be friendly and positive with excellent people skills, strong attention to detail, a good work ethic with the ability to work as part of a team and an enthusiastic, can-do attitude. Previous experience within a general maintenance role would be desirable but not essential as full training will be given.

This is a full time, permanent position, with a competitive salary, working outdoors in all weather conditions, with physical effort required on a daily basis. A full, clean driving licence is essential.

Main Tasks and Duties:

- De-siting, moving and siting of caravans.
- General maintenance of our holiday cottages, buildings, caravans and equipment.
- Painting and decorating.
- Litter duties.
- Maintaining the play park.
- Litter picking.
- Carrying out regular inspections of the fire boxes and maintaining the logbooks.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues,

and customers verbally, in writing and via e-mail.

- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • Full UK Driving Licence 	
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Experience working with basic hand tools and/or painting and decorating. • Knowledge of general maintenance practices 	<ul style="list-style-type: none"> • Previous professional maintenance experience. • Previous maintenance experience within a Holiday Park environment.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Highly efficient with excellent attention to detail. • Ability to work independently and as part of a team. • Good physical strength and stamina. • Able to follow management instructions. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Excellent timekeeping. • Excellent communication and interpersonal skills. • A strong work ethic, with high standards, taking pride in delivering excellent work. 	

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.

- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a permanent appointment.
- The Contract of Employment will be based on the provisions of the Weld 1994 Settlement.
- The salary for this post will be £12.36 per hour.
- Average annual hours are 42.5 hours per week over 5 days between 8:30am and 6:00pm.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3-month Probationary Period with reviews after 1, 2 and 3 months.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their completed Application Form to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies.

The Closing Date for Applications: TBC

Proposed Interview Date: TBC

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:
(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of General Maintenance Operative **at the Lulworth Estate**.

Signed:

Print Name (Block capitals):

Date: