



JOB DESCRIPTION

Job Title: Site Operations Manager, Durdle Door Holiday Park

Post Reference No: DD23

Reports to: Park General Manager

Grade/Salary: Dependent on skills, knowledge and experience.

Hours: 40 hours/5 days per week on a rota basis, with flexibility to meet business needs.

Status: Permanent

Durdle Door Holiday Park offers a unique and breathtaking environment for owners and guests, nestled along the stunning Jurassic Coast. The park provides a range of facilities including camping, touring, glamping and luxury holiday homes, all set within the natural beauty and rich heritage of the Lulworth Estate. Our commitment is to deliver an exceptional experience while maintaining the highest standards in operations, safety and presentation.

Do you take pride in high standards, strong compliance, and creating exceptional guest experiences? If so then join us at one of the most iconic locations in the UK, on the Jurassic Coast.

Lulworth Estate is seeking a dedicated Operations Manager to help lead the day-to-day running of Durdle Door Holiday Park, part of the historic and forward-thinking Lulworth Estate. This is a unique opportunity to work in a place where nature, heritage, and hospitality come together.

You'll play a key role in ensuring our park remains a safe, welcoming, and beautifully maintained destination for thousands of guests each year. From leading teams to overseeing compliance and maintenance, your work will help shape the guest experience and support the wider estate's commitment to excellence.

What you'll be doing:

Ensuring the park's facilities, grounds, and infrastructure are maintained to the highest standards.

Leading and motivating maintenance, grounds, and security teams, as well as managing external contractors.

Driving health & safety, compliance, and recordkeeping across the park, including site licence, COSHH, fire safety and environmental standards.

Overseeing both planned and reactive maintenance, managing budgets, and ensuring efficiency.

Reviewing and monitoring contractor practices to ensure safety, compliance, and quality of work.

Supporting a positive guest experience by resolving operational issues quickly and effectively.

Working closely with the Park General Manager to deliver operational excellence and continuous improvement.

What we're looking for:

Strong knowledge of compliance, health & safety, and operational standards.

Proven leadership skills with the ability to motivate and manage diverse teams.

Excellent problem-solving skills and a proactive, hands-on approach.

Experience in facilities, site, or operations management (holiday parks, hospitality, estates, or similar environments advantageous).

A keen eye for presentation, safety, and guest satisfaction.

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">• A full UK driving licence.	
<u>Experience and Knowledge</u>	<ul style="list-style-type: none">• Proven experience as a Site Operations Manager, Facilities Manager, or similar role, ideally within the leisure, tourism, or hospitality sectors.• Solid background in building maintenance and grounds maintenance operations, with a deep understanding of managing both types of teams.	<ul style="list-style-type: none">• Experience in guest relations or customer service in the hospitality or leisure sector.

	<ul style="list-style-type: none"> • Strong knowledge of compliance and health and safety legislation, including risk assessment processes, safety audits, and accident management. • Experience with health and safety record-keeping and maintaining comprehensive logs for audits and compliance checks. • Demonstrated budget management and costs control expertise, with the ability to manage financial planning maintenance and operations. 	
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Leadership skills with the ability to manage and motivate a diverse team and oversee external contractors. • Excellent communication and interpersonal skills, with the ability to liaise confidently with staff, contractors, and guests. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • A proactive, hands-on approach to problem-solving and decision-making, ensuring that issues are resolved efficiently. • Excellent communication and interpersonal skills. • Strong team player. 	

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 £35,000 per annum + benefits
- Working Hours will be 40 hours per week, including weekends, and bank holidays as required to fulfil the responsibilities of the role.
- The annual leave entitlement will be 30 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 6-month Probationary Period with monthly reviews.
- 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 CV with a covering letter 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 Operations Manager at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date:



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