



JOB DESCRIPTION

Job Title: 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.

We are seeking an experienced Operations Manager to oversee the daily operations of Durdle Door Holiday Park, ensuring the highest standards of site presentation, maintenance, health and safety, and compliance are upheld. Reporting to the Park General Manager, this leadership role will involve managing the maintenance, grounds and security teams, along with overseeing contractors, ensuring a smooth and efficient operational environment whilst maximising revenue streams and identifying areas of opportunity.

The Operations Manager will be responsible for leading the teams to maintain the park's infrastructure, buildings, facilities, grounds, and customer service standards. This is a hands-on role requiring exceptional leadership, attention to detail, and a proactive approach to problem-solving, ensuring the park remains a safe, welcoming, and high-quality destination for all visitors.

Main Tasks and Duties:

- **Site Operations & Standards**
 - Oversee and maintain the presentation, condition and cleanliness of all park facilities, grounds and buildings ensuring that both the built and natural environments meet the highest standards at all times.
 - Regularly inspect the park and its facilities to ensure areas, including guest amenities, service buildings, and roadways, are well-kept and functional.
 - Establish and implement operational standards and procedures across the park, ensuring consistency and quality in all activities and operations.
 - Monitor adherence to established operating standards and procedures, ensuring corrective actions are taken when necessary.
 - Manage all aspects of the park's infrastructure and operational areas, including utilities, waste management, water systems, and the park's amenities, ensuring the seamless delivery of services to guests.
 - Collaboratively lead the works and grounds teams to ensure efficient delivery of compliance, maintenance and presentation standards.
 - Ensure the safe movement and siting of caravans, following best practice processes and utilising approved equipment to ensure safety, efficiency and compliance with all regulations.

- **Review of Contractor Practices**
 - Review and assess contractor practices regularly, ensuring they are in alignment with the park's operational standards and procedures.
 - Ensure that contractors follow all required safety protocols and adhere to health and safety guidelines, including environmental and operational standards.
 - Monitor the quality of work carried out by contractors and ensure that all contractual obligations are met.
 - Coordinate with contractors to review and approve method statements, risk assessments, and safe work procedures before commencing any work on site.
 - Ensure that contractors' activities and practices are compliant with legal and regulatory requirements and meet the park's standards for safety and quality.
 - Maintain clear communication with contractors to address any issues or concerns and ensure that all work is completed on time and to the required standards.
 - Develop and implement procedures for the regular review and audit of contractor performance, ensuring continuous improvement in practices.

- **Team Management & Leadership**
 - Lead, motivate and manage a diverse team including maintenance staff, grounds staff, security staff and external contractors, fostering a culture of high performance, accountability, and teamwork.
 - Provide training, guidance, and performance feedback to team members to enhance their skills and improve team performance.
 - Foster a culture of safety, accountability, and customer-first service within the teams.
 - Ensure effective communication within the teams and across other departments to ensure operational cohesion.

- **Health & Safety Compliance & Recordkeeping**
 - Ensure compliance with all relevant regulations and requirements, including site licence, health and safety, COSHH, fire safety, security and environmental standards.
 - Ensure strict adherence to health and safety regulations, conducting regular site audits, risk assessments, safety inspections, and incident reporting as necessary.
 - Maintain accurate and up-to-date records for all health and safety procedures, including inspection logs, risk assessments, and accident reports, ensuring compliance with all legal and industry requirements.
 - Implement and maintain comprehensive health and safety protocols across the site, including staff training and emergency response procedures, ensuring the wellbeing of all employees, contractors, and guests.
 - Proactively update and review safety protocols to comply with changing regulations and ensure the safest possible working environment.

- **Planned & Reactive Maintenance**
 - Oversee the planning, scheduling, and execution of both planned and reactive maintenance tasks for buildings, facilities, utility services and infrastructure.
 - Develop and manage maintenance schedules, ensuring minimal disruption to guest experience. Ensure the documenting and reporting of maintenance logs and safety inspections are completed in a timely manner, providing clear and detailed records.
 - Manage budgets related to maintenance operations, including tracking expenses, identifying cost-saving opportunities, and ensuring resource allocation is efficient and cost-effective.
 - Troubleshoot and resolve any maintenance issues promptly, liaising with contractors when necessary.
 - Manage supplier and contractor relationships, ensuring that all work is completed to the highest standard within budget.

- **Facilities & Infrastructure Management**
 - Ensure all park infrastructure, including utilities, waste management, water systems, and amenities, are functioning effectively and maintained regularly.

- Manage facilities upkeep, including amenities such as toilets, showers, and electrical systems, ensuring cleanliness and functionality.
- Ensure the facilities meet the highest standards of cleanliness, presentation and functionality, conducting regular inspections and addressing issues proactively.
- **Guest Experience & Customer Service**
 - Work closely with the reception and guest services teams to support the delivery of exceptional customer service, resolving any maintenance-related guest issues swiftly and effectively.
 - Handle complaints and feedback in a professional and timely manner, implementing solutions that improve the overall guest experience.
 - Ensure that all facilities, from guest amenities to customer-facing areas, are in top condition and create a welcoming atmosphere.
 - Building rapport with Holiday Home owners and communicating works/progress to stakeholders.
- **Operational Coordination & Compliance**
 - Collaborate with other departments, such as housekeeping, reception, and sales, to ensure smooth daily operations and a seamless guest experience.
 - Ensure the park operates in full compliance with environmental, local government, and industry regulations.
 - Support operational coordination by working with third-party contractors and other departments to meet seasonal demands and park needs, including health and safety drills, maintenance schedules, and customer service.
- **Emergency Planning**
 - Support the General Manager with fire, flood, and evacuation planning, ensuring that all staff are trained on emergency procedures and that regular drills are conducted.
 - Ensure all policies and communication regarding evacuations and fire safety procedures are updated and adhered to, ensuring the safety of all park occupants.

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 an 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. • 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. 	<ul style="list-style-type: none"> • Experience in guest relations or customer service in the hospitality or leisure sector.
<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</u>		

<p><u>Qualities</u></p>	<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. 	
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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 dependent on qualifications, skills and experience.
- Working Hours will be 40 hours/5 days per week on a rota basis, with flexibility to meet business needs.
- 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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