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| **Summer Camping Warden and Guest Experience Assistant** |

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| **Reporting to:** | The Head of Catering and Hospitality |
| **Working Hours:** | Bank Contract  Friday 25th June 2021-Wednesday 1st September 2021 |
| **Salary:** | National Minimum Wage  Living accommodation will be provided on site if required. |

**Job Purpose**

Plumpton College operates a family friendly temporary camping site during the summer months of July and August, the camping experience brings in much need commercial income to support the College’s ambitious plans.

The position of Warden and Guest Experience Assistant is to assist with the day today running of the campsite, including guest welcome, customer experience, security of the wider site, managing guest expectations and behaviour.

**Duties and Responsibilities of the Job**

1. Operations

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| 1. Assist the Senior Campsite Warden and Guest Experience Lead with the presentation and set up of the site which includes the guest reception. |
| 1. Provide a customer focused experience and welcome which includes showing guests to their pitches, ensuring all guests receive the relevant site information and briefing of the expectations, rules and regulations. |
| 1. Be the first point of contact in assisting with gust enquires regarding their stay and provide recommendations and information. To maintain visibility on site at all times. |
| 1. Ensure the site is kept clean and tidy, this will involve litter picking and managing guest refuse/waste. |
| 1. Monitoring guest toilet and shower facilities regularly and ensuring these are kept clean, well stocked and to a high standard. To undertake other cleaning duties as required. |
| 1. Act as Emergency contact or Fire Warden if required (training will be given). |
| 1. The role will involve a combination of day and night duties on a rota basis (minimum 2 nights per week). |
| 1. Be responsible for logging any site maintenance issues and report these to the Estates team. |
| 1. To conduct frequent site patrols ensuring that all issues encountered are addressed directly or via accurate reporting. |
| 1. To liaise with the other wardens to ensure that all rota duties are covered. |
| 1. Any other duties as required |

**Qualifications / Skills / Knowledge / Qualities**

It is crucial that the successful candidate shares our student focussed values, equality of opportunity and parity of esteem for staff and students.

At Plumpton College we are:

1. Ambitious and Progressive
2. Enterprising
3. Professional
4. Passionate about everything we do
5. Supportive

**Criteria for the post**

**Essential**

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| 1. Ability to demonstrate exceptional customer service skills. |
| 1. Willing to work in all weathers and undertake manual handling duties. |
| 1. A team player and able to work well under pressure. |
| 1. Approachable and able to demonstrate a flexible approach to work. |
| 1. Ability to de-escalate situations. |
| 1. Ability to communicate clearly |
| 1. Able to travel to and from the College considering our location. |

**Desirable**

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| 1. Previous experience in a similar position, but training will be provided. |
| 1. Previous experience working with the public in a customer facing role. |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours depend upon the level of cover required to meet the needs of the business.

The Camping offer will run from Thursday to Monday from the 1st July to 31st August 2021. Hours of work will be based upon arrival times and daily routines of the camp site on a rota basis with a minimum of two nights camping required on site to provide a Warden Service.

**Annual Leave**

This is a Bank position, and hours worked will be on an as and when basis to meet the needs of the department. The bank hourly rate is split into two elements; one is a regular hourly rate and then the balance which is called holiday pay hourly rate. Each month bank workers submit a timesheet and will be paid the regular hourly rate. bank workers will receive the balance of pay in the form of holiday pay hourly rate.

**Annual Leave**

The role does not attract annual leave given the casual nature of employment.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal