

# Treveague Campsite Seasonal Staff

## Overview

Position and reporting line	Directors	No of Direct Reports	None
<b>Purpose of role</b>	<p>Within the reception, shop and café the role, at a high level, deals with supporting the needs of guests staying on the campsite. Reception duties involve updating the Camp Manager system with new booking requests, amendments and taking payments for bookings already made. Booking in guests and marking off departures. The shop stocks a variety of goods for sale from food, alcohol, camping supplies and firewood. Within the Café there is the provision of hot and cold food to tables or via takeaway.</p> <p>Cleaning (as per the Cleaning job spec on the next page), Ground &amp; Maintenance work and helping out in the kitchen forms part of this role.</p>		
<b>Key relationships</b>	<p>Internal</p> <ul style="list-style-type: none"> <li>• Other Treveague Campsite Staff</li> <li>• Directors</li> </ul>	<p>External</p> <ul style="list-style-type: none"> <li>• Guests</li> <li>• Suppliers</li> </ul>	
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>• Meeting, Greeting, Helping guests confidently</li> <li>• Taking and amending of bookings on our Camp Manager booking system (Training given)</li> <li>• Checking new arrivals in, and noting on systems guests leaving their pitches</li> <li>• Cleaning (see next page)</li> <li>• General Maintenance (see following page)</li> </ul>	<ul style="list-style-type: none"> <li>• Helping out in the kitchen (training given)</li> <li>• For some shifts the preparation of light meals</li> <li>• Taking food and drink orders, waiting on tables</li> <li>• Restocking of front of house, shop and bar items</li> <li>• Ensuring the Campsite looks at its best at all times</li> </ul>	
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Strong customer services skills, ensuring that the customer always gets a good outcome for any issues or requests made.</li> <li>• Possessing communication skills that are clear, engaging and responsive.</li> <li>• Confidence with IT systems including web based booking systems and outlook email.</li> <li>• Confidence with epos till systems, cash and card payments.</li> <li>• Planning to achieve around fixed deadlines, and problem solving skills to ensure priorities are met.</li> </ul>	<ul style="list-style-type: none"> <li>• Compulsory Level 2 food hygiene certificate</li> <li>• Management of time, working to tight deadlines to ensure priorities are met.</li> <li>• Dealing with problems raised by customers and ensuring that they are dealt with promptly and ensuring that the customer has felt that they have been listened to</li> <li>• Fun, Friendly and Flexible</li> <li>• To work as part of a team.</li> <li>• Motivated to train and develop skills.</li> </ul>	
<b>Experience, Knowledge and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Customer service roles</li> <li>• Basic IT skills including web based systems, Microsoft Excel, Outlook and printing</li> <li>• Table services skills</li> <li>• Responsive to guidance and instruction</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining a customer focussed approach</li> <li>• Problem solving</li> <li>• Negotiation skills to achieve desired outcomes</li> <li>• To work as part of a team</li> </ul>	
<b>Salary details</b>	<ul style="list-style-type: none"> <li>• £12.50 per hour</li> </ul>		

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## Cleaning

Position and reporting line	Directors		No of Direct Reports	None
<b>Purpose of role</b>	Clean facilities for our guests is the most important thing our customers feedback on, so it is one of the most important things that we do every day. Provide Cleaning services for Treveague Campsite's employees and customers across the Café, Boathouse, kitchen, shower block, laundry, pathways and motor home service point.			
<b>Key relationships</b>	Internal <ul style="list-style-type: none"> <li>• Directors</li> <li>• Other Staff</li> </ul>	External <ul style="list-style-type: none"> <li>• Customers</li> <li>• Suppliers</li> </ul>		
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>• To deliver high quality cleaning services at the site to the highest standard,</li> <li>• To be responsible for undertaking cleaning of the Café including kitchen and food preparation areas, shower block, Boathouse, pathways around the shower block, motor home service point and laundry.</li> <li>• Clean, stock and supply designated facility areas (dusting, sweeping, vacuuming, mopping, cleaning ceiling vents, shower and toilet cleaning etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Perform and document routine inspection and maintenance activities</li> <li>• Carry out heavy cleansing tasks and special projects as agreed with the Directors.</li> <li>• Notify Directors of deficiencies or needs for repairs</li> <li>• Make adjustments and minor repairs</li> </ul>		
<b>Experience, Knowledge and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Previous experience as a cleaner</li> <li>• Ability to handle heavy equipment and machinery</li> <li>• Knowledge of cleaning chemicals and supplies</li> <li>• Familiarity with Material Safety Data Sheets</li> <li>• Application of health and safety as it applies to cleaning</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiasm and willingness to be flexible in approach to achieve desired outcomes.</li> <li>• Pro-active and engaging style</li> <li>• Strong 'can do' approach.</li> <li>• Remain calm under pressure.</li> </ul>		

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## Grounds and General Maintenance

Position and reporting line	Operations Manager & Directors	No of Direct Reports	None
<b>Purpose of role</b>	To be responsible for delivery of grounds and general maintenance setting and ensuring the highest standards of safety, landscaping and grounds maintenance for Treveague Campsite's employees and customers.		
<b>Key relationships</b>	Internal <ul style="list-style-type: none"> <li>• Directors</li> <li>• Other Staff</li> </ul>	External <ul style="list-style-type: none"> <li>• Customers</li> <li>• Suppliers</li> </ul>	
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>• To deliver high quality grounds and buildings maintenance services at the site to the highest standard, in line with campsite policies, legislative, environmental and certifying authorities' compliance and best practice.</li> <li>• To be responsible for ensuring all Health and Safety requirements for each task is in line with H&amp;S legislation, best practice and Treveague Campsite's H&amp;S policy.</li> <li>• To be responsible for undertaking ground maintenance tasks from start to completion including mowing, rotary mowing, weeding, hedge maintenance, strimming, weeding, planting, fertilising etc</li> <li>• To achieve the external and internal standards required in relation to the Campsite's surfaces, landscaping and buildings.</li> </ul>	<ul style="list-style-type: none"> <li>• To monitor the results of the grounds maintenance service and suggest and deliver improvements.</li> <li>• To ensure that all projects you are involved with are managed to the highest standards, working where required with sub-contractors and that the quality of site provision meets the needs of employees and customers.</li> <li>• To be available and/or remain on site in the case of emergency repairs/situations until as a minimum, a temporary and safe situation is achieved.</li> <li>• To support day to day operations including the checking in of guests, preparing pitches for arrivals, dealing with customer requests</li> </ul>	
<b>Experience, Knowledge and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Application of health and safety as it applies to grounds maintenance including machinery operation.</li> <li>• Working to schedules and on own initiative.</li> <li>• Basic plumbing and electrical skills</li> <li>• Some computer skills eg managing emails, possibly assisting in taking customer bookings, till skills (all can be learnt on the job).</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiasm and willingness to be flexible in approach to achieve desired outcomes.</li> <li>• Honest and reliable.</li> <li>• Flexible as no two days will be the same.</li> <li>• Pro-active and engaging style</li> <li>• Strong 'can do' approach.</li> <li>• Remain calm under pressure.</li> </ul>	

# Role Information

Main contract terms	Item	Description
	Duration	The campsite is opening on 18th April 2025 so the positions start on or around 11th April.
	Hours	The campsite is provisionally closing in mid September when the position will end. A rosta system is operated for each week.  On average over the duration of the contract there will be 40-47 hours per week, but this depends on the roles applied for and the occupancy of the campsite.  We have prepared this pack to give guidance on the roles, but everyone who works on the campsite is expected to undertake any of the roles listed here as necessary.
	Days off	Each role is 5 days on and then 2 days off generally during the week.
	Holidays	28 days pro rata paid holiday off. Generally most people want this paid at the end of the contract, but paid time off during the contract is of course available.
	Rate	Each position has a different rate, but we pay above the living wage.
	Notice period	2 weeks
	DBS checks	These positions will require a basic DBS check.
<b>Notes</b>	<ul style="list-style-type: none"> <li>• A staff discount is available for the purchase of food</li> <li>• Tips are to be shared equally amongst all staff who have worked in the Café pro rated on an hours worked basis</li> <li>• Tips will need to be declared as necessary to HMRC</li> <li>• Staff under 18 years old can not sell alcohol in the shop</li> </ul>	
<b>Accommodation</b>	<p>You must have your own Motorhome, Campervan or Caravan and we will provide one of our more sheltered pitches suitable for a campervan, motorhome or caravan for the duration of employment. We will include electric, water, WIFI and laundry for no additional cost, subject to our fair use policy.</p>	
	<p>The weather in Cornwall can be variable so a tent would not be appropriate accommodation.</p>	