



JOB DESCRIPTION -

Job Title: Site Assistant – Camping in the Forest

Reports to: Site Manager – Camping in the Forest

Direct Reports: None

Role Mission: To assist in ensuring that all campers enjoy their stay on Camping in the Forest Sites in safety and to promote the good name of the Camping in the Forest at all times.

CITF Site Assistant Job Description v2

JOB FUNCTION	RESPONSIBILITIES	COMPETENCIES
Friendly Customer Service		
<p>Adopting the CITF working practices and procedures to ensure the delivery of consistently high standards of customer service.</p>	<ul style="list-style-type: none"> • Adopt the site’s working practices and procedures to ensure the delivery of consistently high standards of customer service and quality. • Be familiar with Camping in the Forest terms and conditions and Site policies to ensure these are implemented fairly and to all campers. • Have a friendly, flexible attitude when dealing with complaints and conflict whilst ensuring your approach is both fair to other campers and consistent with company policy. • Develop a good knowledge of the local area to your site to be able to assist campers with their queries. • Be familiar with local cycle tracks, walks and tourist attractions for customers to enjoy. • Assist the Site Manager in providing accurate tourist attraction information. • Acknowledgement and greet as many customers as possible when out and about on the site. • Review any feedback from customers to ensure continuing customer satisfaction. 	<ul style="list-style-type: none"> • Good communication skills • Ability to adapt approach according to the situation. • Awareness of Camping in the Forest procedures, policies and terms & conditions. • Judgement to make decisions regarding customer behaviour. • Motivation to get out and about in the local area to know what is available to customers. • Be able to act on customer’s feedback in a positive manner. • Wears a genuine and never ending smile • Welcomes new and returning customers in a friendly and helpful manner • Provides a safe and caring environment across the site • Responds to the changing needs of customers, while maintaining a high standard of quality • Act as a CITF Ambassador and exceeds customers' expectations wherever possible • Deals with complaints and conflict in a friendly, flexible and fair manner to ensure the best outcome for all concerned. • Takes personal responsibility to resolve enquiries, requests or complaints.

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Work Ethos		
	<ul style="list-style-type: none"> • To work with and accept the leadership, direction, guidance and support of the Site Manager at all times. • Embrace change in a positive 'can-do' manner. • Communicate openly with the Site Manager and where necessary the HQ Support team and the Business Development Manager. • Be willing to contribute to improving the site operations in an open, flexible and friendly manner. • Work with your Site Manager to resolve any conflict with other team members as quickly and amicably as possible. 	<ul style="list-style-type: none"> • Be prepared to refer to Ops manuals, user guides etc. where necessary. • Willingness to accept change positively. • Loyalty to Camping in the Forest • Commitment and flexibility. Relates well to all CITF staff by being friendly and approachable • Willingly shares relevant information and expertise with all CITF staff • Builds trust in relationships through maintaining confidentiality, treating colleagues fairly and keeping commitments • Develops positive and constructive working relationships with all CITF staff • Cooperates with others and seeks information as required • Accomplishes shared goals through accepting joint responsibility. Plans ahead to ensure all tasks are completed • Takes responsibility for own work to achieve quality results • Shows flexibility in coping with multiple and changing priorities • Makes timely and considered decisions • Works to agreed schedules and rosters • Meets deadlines and follows through on commitment
P & L Focus		
	<ul style="list-style-type: none"> • Have an awareness of the Site's P&L and how your behaviour can positively contribute to the sites financial performance. • Ensure high standards are maintained and efficiency is achieved in all aspects. 	<ul style="list-style-type: none"> • Commercial awareness • Understanding controllable costs • Innovation and driving efficiencies • Improving pitch night sales through customer

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	<ul style="list-style-type: none"> • Reduce customer dissatisfaction and encourage rebooking whilst on site. • Share any ideas for improving revenue or reducing costs with your Site Manager. • Promote The Camping and Caravanning Club and the benefits of membership to any interested customers. 	<p>satisfaction.</p> <ul style="list-style-type: none"> • Knowledge of the CCC and its membership benefits. • Identifies and acts upon opportunities to increase CITF revenue • Utilises opportunities to promote the CITF's products and services
Sites Operation		
	<ul style="list-style-type: none"> • Ensure all facilities, services and products are available, operational and maintained to a high standard. • Keep the site clean and tidy and free from litter. • Work to agreed rotas as prepared by the Site Manager. • Carry out general upkeep and minor repairs as instructed by the Site Manager. • Cleaning of toilet and shower blocks. • Use site equipment such as lawnmowers and strimmers as instructed by the Site Manager. • Adopt and maintain safe working practices at all time. • On sites where there is a shop be prepared to work in this environment and perform the duties associated with operating a small retail business. 	<ul style="list-style-type: none"> • Be familiar with site's schedule for cleaning and maintenance tasks. • Report any defects to the Site Manager in a timely manner. • Flexibility with shift patterns and required duties. • Undertake any required training. • Follow direction of Site Manager when given. • Willingness to learn EPOS systems, stock ordering systems and retail operations (Cashel, Beddgelert and Holmsley only). • Deals with the day-to-day challenges faced on a busy CITF site without the need for constants supervision • Follows all CITF systems and procedures • Demonstrates a basic knowledge of DIY
Health and Safety		
	<ul style="list-style-type: none"> • Know and accept employee responsibilities as laid down in 'The Health and Safety at Work etc. Act 1974' and any subsequent legislation. • Have full knowledge of emergency procedures and take part in any required emergency drills. • Report any incident or accident to the Site Manager and ensure these are reported on the relevant form. • Be familiar with the Site's Fire Risk Assessment and the location of fire extinguishers. 	<ul style="list-style-type: none"> • Undertake any required training. • Willingness to understand safe working practices and the site's specific risks. • Ability to follow instruction as given by the Site Manager. • Be familiar with the incident and accident reporting procedure for your site.

CITF Site Assistant Job Description v2

	<ul style="list-style-type: none"> • Carry out inspections of plant and equipment and maintain records as required. • Ensure you use Personal Protective Equipment as required. • Complete and record any H&S sites checks as required by the Site Manager. • Familiarise yourself with the site’s H&S Manual. 	
Site Administration		
	<ul style="list-style-type: none"> • Assist in the operation of the site’s Reception to enable the site to run smoothly. • Adopt and maintain standard administration processes to ensure accuracy of data and consistency across the Camping in the Forest sites. • Be able to use Traveller reservation system to check in arrivals, make bookings and keep customer data up to date. • Take payments from customers where necessary and follow the cash handling procedures as laid out by the Site Manager. • Be familiar with Microsoft Office programmes. • Submit information where necessary to the Site Manager / HQ in a timely manner. • Completes risk assessments and store the records on file 	<ul style="list-style-type: none"> • Ability to learn and use the reservation system. • Willingness to be familiar with end of day procedures and cashing up in order to support the Site Manager. • Have a good phone manner. • Be prepared to maintain office systems in the absence of the Site Manager. • Maintains accurate information, records and files
Award Schemes		
	<ul style="list-style-type: none"> • Be aware of the award schemes your site is entered for. • Familiarise yourself with the grading criteria for any award schemes. • Promote any awards gained to the customer. • Look for ways of improving performance to ensure awards are maintained. 	<ul style="list-style-type: none"> • Support the Site Manager in preparing for assessments.

PERSON SPECIFICATION

Salary: Minimum wage

Experience: Camper or caravanner with excellent people skills who is active and reasonably fit and capable of working as part of a small team.

Qualifications: Educated to GCSE or O' level desirable but more desirable will be an aptitude to the lifestyle.

Essential Skills	Desirable Skills
Experience of camping or caravanning	Experience of DIY, building or maintenance would be beneficial.
Computer literacy	
Working as part of a team	
Friendly and outgoing personality	
Good telephone manner	
Physically fitness to cope with working on large campsites	
Willingness to work to a rota/flexible hours	

Presentation and personality description:

Friendly and outgoing personality with a willingness to help dealing with customers and an ability to remain calm in situations dealing with disgruntled customers. Clean and presentable when dealing with customers. Must own their own caravan or motorhome which must be of a proprietary make and be in a factory applied finish/colour. Sense of humour helpful.