



Glenbrittle Campsite Warden Job Description

Accountable To: Retail Manager, Finance & Estate Directors

Location: Glenbrittle Campsite & Cuillin Coffee Cafe

JOB SUMMARY:

To ensure the smooth day-to-day running of all operations at the Glenbrittle Campsite, including tent/hook-up pitch sales, check-in, site cleanliness and maintenance, security and retail operations.

To open the café, shop and campsite each duty day, ensuring a 24-hr security presence and give our trademark warm Highland Welcome to our campers at check-in. Provide our maps and information about the site to our visitors, surrounding area and detailed up-to-date weather reports for climbers to be displayed daily in the Information Centre.

Ensure the campsite shop and café are well-stocked and merchandised attractively, and the outside phone box is operational. Achieve consistently high standards of service in timely preparation of food, drinks and Cuillin Coffee, maintaining and enhancing our brand reputation and increasing our sales on site.

To make sure the campsite, toilets/shower block and shop are presented to a high standard; kept clean and litter-free at all times.

KEY RESULT AREAS:

1. Care and maintenance of the Campsite, Café & Shop

- 1.1 Maintain a 24-hour staff presence on the campsite, making sure that any emergencies are dealt with in a swift and efficient manner.
- 1.2 Extend our trademark warm Highland welcome to all campers and café patrons.
- 1.3 Ensure that the site is presented to the high standards expected, such that the grass is cut regularly, paths are kept tidy, weed-free and the site is litter-free at all times. Ensure accurate and secure cash handling procedures are in place.
- 1.4 Ensure that the café, including all equipment and merchandise are presented and maintained to the high standards our customers expect.

- 1.5 Ensure the toilets and shower block are maintained to a very high standard of cleanliness, with supplies of disposables regularly replenished and the facilities checked on a regular basis.
- 1.6 Undertake minor repairs and regular maintenance tasks, seeking assistance and guidance from the MacLeod Estates' Maintenance team, as required.
- 1.7 Run the retail operation in a cost-efficient manner – ensuring we keep to our published opening times but also meet the needs and expectations of our visitors to site.
- 1.8 Ensure that all till operations and cash-handling procedures are adhered to, providing daily income/cash reconciliation data is accurately captured and reported to the Retail Manager and Finance Director.
- 1.9 Ensure all campsite pitch sales are accurately recorded and tickets are displayed by campers during their stay.

2. Communications, Training & Development

- 2.1 Develop & maintain excellent communications relating to this post to promote the estate's core values and mission.
- 2.2 Maintain strong communication links with your Line Manager by attending & contributing to regular meetings, keeping in regular contact via email and on the phone.
- 2.3 Foster good relationships with the MacLeod Estate team, visitors and the local community, especially any emergency services with direct connections to the site, such as the Mountain Rescue Team.
- 2.4 Develop a good understanding of the site and the wider surrounding area, to be able to respond positively to requests for information, acting as an ambassador for the Glenbrittle Campsite and the MacLeod Estate.
- 2.5 Contribute to the MacLeod Estate's Social Media strategy by posting regularly on the Glenbrittle social media feeds while adhering to the estate's social media policy.
- 2.6 Take responsibility for your own training and development by completing the full induction programme as prescribed in your Employee Induction Pack.
- 2.7 Contribute and participate in any relevant training and development opportunities across the wider MacLeod Estate.

3. Customer Care

- 3.1 Develop an understanding of our current and potential visitor profile by compiling customer research throughout the season – such as completing customer surveys – and relay this information to your line managers on a regular basis.
- 3.2 Produce regular written reports on the day-to-day operations of the Campsite, promoting feedback from the visitors such that our service is monitored and improved where possible.
- 3.3 Monitor and record the comments of customers, acknowledging where improvements can be made and welcoming all opportunities to learn more about their expectations. Include any issues or potential issues in the weekly written reports to your line manager.

4. Health and Safety

- 4.1 Ensure that all statutory and MacLeod Estate requirements are complied with, and that all machinery and equipment are in safe working order before being operated.
 - 4.2 Use any tools, equipment and machinery in accordance with the MacLeod estate standard Health and Safety procedures and with due regard for the safety of self and others.
 - 4.3 Ensure the safety of visitors by adopting safe working practices at all times and by carrying out regular safety checks and risk assessments.
 - 4.4 Be responsible for maintaining all records and systems associated with Health & Safety relating to the Glenbrittle Campsite and associated areas.
 - 4.5 Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
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DIMENSIONS OF THE ROLE:

The post is a fixed term seasonal contract with variable hours to suit the needs of the business. Hours of work are to be agreed with the line manager in advance, and all hours are to be recorded on a monthly timesheet which has to be submitted to the line manager in good time for pay roll month end cut-off. There are no line management responsibilities. The post holder will occupy accommodation provided on site for the duration of their seasonal contract.

KNOWLEDGE, SKILLS AND EXPERIENCE:

Knowledge:

- The post holder will be educated to GCSE or equivalent standard, with a good level of practical expertise, literacy and numeracy.
- Sound knowledge of maintenance of domestic level appliances. Contractors are used for main repairs.
- Understanding of health and safety issues relating to the post and good practice in a working environment.

Skills

- High level of self-motivation and scrupulous cash-handling/till operation essential.
- Current clean driving licence.
- A people person. Tactful and able to engage and communicate with people from a diverse range of backgrounds.
- Able to engage with visitors and actively promote retail sales and marketing/cross promotion of other MacLeod Estate visitor attractions.
- Able to undertake risk assessments for the day-to-day tasks associated with this post.
- Attention to detail in keeping the whole site clean, litter-free and attractive to the visitors.
- Calm, patient and diplomatic under pressure.

Experience

- Experience in a similar role, preferably in a remote location desirable.
- Experience of retail, catering and hospitality in a customer-facing role preferable
- Experience in the safe use and maintenance of a range of tools and machinery, such as ride-on mower.
- Experience of living on site in a remote location and fulfilling security duties.
- Working in a team environment.