



CAMPING SKYE - JOB DESCRIPTION

Job title: Deputy Warden/Maintenance Manager
Location: Broadford, Isle of Skye
Salary: £23,000 per annum
Contract type: Permanent
Hours: Variable (38 – 48 hours/week)
Reporting to: Senior Warden
Start date: 19th March 2018

About Camping Skye:

Camping Skye is a new community owned campsite in Broadford, Isle of Skye catering, initially, for touring campers. Development and establishment of the site is funded by the Big Lottery Fund and Highlands and Islands Enterprise.

Camping Skye is the trading name of Strath Leisure Ltd. (SLL), which is a commercial subsidiary of Broadford & Strath Community Company (BSCC), which is a not-for-profit business with charitable status operated by and for the communities of Broadford and Strath.

The business aims to meet the criteria for a Visit Scotland 4-star rating. The site has 26 hard-standing vehicle pitches with electric hook-up (from Spring 2018) and 49 grass tent pitches (from Summer 2020).

All employees of Strath Leisure will come under the Broadford and Strath Community Company umbrella and will be considered part of our wider team.

Camping Skye Facilities:

- service building with toilets, showers, wash-up, drying room.
- camp cook-out site.
- wardens' office
- bedsit for the warden on night duty (high season).
- camping vehicle service area
- maintenance shed.

The site has been designed so that it can also be used for private and community events (e.g. outdoor concerts/theatre; craft fairs; weddings; parties).

**Camping Skye has three primary purposes:**

- to provide touring campers with 4 star campsite facilities and service.
- to provide secure, sustainable employment.
- to provide surplus profits that can be invested by Broadford and Strath Community Company into community assets and activities.

The Role:

The Deputy Warden/Maintenance Manager will be responsible for maintenance and repair of the campsites grounds, infrastructure and equipment. They will support the senior warden in their role and deputise for that person in their absence.

The Deputy Warden will assist the Senior Warden in welcoming customers to the site, providing a warm, compassionate, professional face to the business and ensuring that the site is managed to the standards required of a 4 star grading. The Deputy Warden will assist in ensuring a culture of willing service within the team.

When the site is fully operational in 2020 it is anticipated that the team may include:

- Assistant Wardens (seasonal, full and part-time)
- Cleaner (seasonal, part-time)
- Grass Cutter (seasonal, part-time)

For the first 17 months of employment the role will be supported by the project manager who will help to establish the operation of the business, including maintenance systems and procedures.

Responsibilities:**Customer Care:**

- Ensuring an efficient, professional and well organised welcome to all Camping Skye visitors.
- Adhering to systems and procedures for customer care and contributing to their improvement.
- ensuring that all aspects of the campsite are clean, tidy, functional and safe
- providing technical support to customers



Duty Warden (including night shifts):

- handling enquiries and taking advance bookings
- welcoming and registering new arrivals
- handling payments
- providing information to customers
- resolving customers' problems and disputes
- ensuring that customers abide by site rules
- routine cleanliness checks and topical cleaning of the facilities
- regular comprehensive deep cleaning of the facilities
- litter picking
- waste management
- maintenance of fixtures, fittings, and equipment
- responding to emergencies
- daily admin, including book-keeping

Team Liaison and Management:

- contributing to the team of culture willing service.
- technical training of team members
- liaising and reporting to the Strath Leisure Board
- supporting the Senior Warden in all aspects of staff management

Site Management and Maintenance:

- ordering, stocking, distribution of cleaning and hygiene consumables
- monitoring and ordering of LPG supplies
- electricity and water meter reading and recording
- routine maintenance of campsite buildings and equipment
- routine maintenance of the campsite grounds (roads, paths, grass, trees, etc.)
- repair and replacement of equipment
- repair of infrastructure (buildings, roads, paths; fences; etc.)
- statutory inspections (e.g. fire; gas; electricity)



- security, safety, cleaning & tidying of the maintenance shed
- providing technical support to the team.
- Implementing development opportunities
- In collaboration with senior warden appointment and management of third party contractors on site.

May be required to work off site on the maintenance of other community assets during low season.

Selection Criteria:

We are looking for a candidate who can demonstrate that they have the following experience and attributes:

1. Significant periods of time working in customer-facing roles.
2. Leadership role in a small team.
3. Competence in one or more building trades.
4. Competence in ground-keeping and/or horticulture.
5. Competence in powered machinery operation and maintenance.
6. Experience in appointing and managing contractors.
7. IT literacy.
8. Diligent and accurate record-keeping.
9. Full UK driving licence.
10. Broad general technical skills and experience.
11. Exemplary people skills and excellent verbal communication.
12. High standards of personal hygiene and presentation.
13. Proficiency in foreign languages is desirable
14. Campsite experience



How To Apply:

Applications should be submitted by email to: mail@broadfordandstrath.org

Subject Line: Deputy Warden Application

Deadline: 29th January 2018

All applications must include:

- Curriculum Vitae.
- Statements/information in response to each of the Selection Criteria.
- Personal statement relating to the role.
- Names and contact details of two individuals who may be approached for references.