Welsh Water Adventures
Anturiaethau Dŵr Cymru

Job Description

Visitor Attraction	Llys-y-frân (Pembrokeshire)
Job Title	Campsite Warden
Rate Of Pay	£23,690.06 (Pro rata) - Band 2
Contract Type	Fixed Term – Annualised Hours
Summary We are looking for a friendly people-person to join our team to maintain the safety and security of the site and visitors overnight. We seek someone who will proactively engage with customers, answering enquiries and provide them with the information they need to get the most out of the site so that they leave with a positive experience.	
Who You'll Work With	• Key internal staff and duty managers to ensure provision of campsite duties and health & safety. • All members of the public. • All overnight campsite guests. • Emergency Services – Fire, Police, Ambulance etc
Work Pattern Essential information	• Shift Pattern: four days on four days off on an 8-week rotation • 7-hour day approx. • Temporary Contract from Mon 10 March – Mon 8 Sept 2025 • Hardstanding Pitch with EHU available for season. • Overtime paid when dealing with emergencies outside of hours. • Holiday pay can be paid at the end of fixed term contract.
Benefits As well as a market competitive salary: • 25 days (pro rota) annual leave • Free on-site parking at all our sites • 20% off all Welsh Water visitor attraction centres and gift shops • An employee assistance programme for employees and their immediate family	
Responsibilities include: • To support our visitors with the check in and departing process, to ensure that each guest has a smooth and timely arrival and an excellent visitor experience. • To ensure that visitors receive a warm welcome and receive their welcome pack and visitor information, making sure they have all the information they need to enable them to make the best of their stay with us.	

- To complete consistent night site safety inspection checks to update logs and ensure a high level of safety to protect the site and its visitors.
- To complete evening clean of the shower and toilet facilities to a high standard.
- To conduct regular site patrols and perimeter checks to ensure site security, to make certain that visitors are aware and adhere to the campsite and wider site rules and that facilities are maintained in good order. Taking responsibility for the emergency phone out of hours on a rota basis.
- To provide a high standard of customer service in the retail/campsite shop to maximise sales revenue and ensure the guests can purchase provisions.
- To respond to First Aid incidents where guests require help or assistance.
- Attending DCWW training sessions required for the role.
- To oversee the general upkeep and cleanliness of the campsite and to liaise with other internal teams regarding land and waste management and cleaning, being prepared in busy times to assist with these tasks.
- Undertaking any other duties as required to meet the needs of the business and its visitors.

For any further information about this role please contact llysyfran@dwrcymru.com.

Qualifications, Experience, Knowledge

Essential

- Experience in dealing with members of the public, working in front of house on reception or in a similar customer facing role.
- Basic knowledge or experience of Health and Safety Legislation.
- First Aid at work (training can be supplied). Must be willing to deliver first aid if required.
- Experience of working as a site/campsite supervisor would be advantageous
- Enthusiastic about putting our customers first every day.
- Be able to communicate with confidence with visitors, guests, and members of the public.
- Administration skills – To be organised with documentation and to understand data protection. To manage bookings over the telephone and face-to-face following the correct procedures. Beneficial to have experience of using PitchUp.

Desirable

- Ability to communicate effectively in Welsh

How To Apply

Email the following to: camping@dwrcymru.com quoting job title 'Campsite Warden' in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above.
- Name and contact details of two referees.