

Job Role and Responsibilities

1. What does a campsite warden do day-to-day?

As a campsite warden, your daily tasks may include welcoming guests, managing bookings, cleaning and maintaining facilities, ensuring site rules are followed, permit checking and addressing guest queries or concerns.

2. Are there any specific duties related to cleaning, maintenance, or customer service?

Yes, you may be responsible for cleaning communal areas, carrying out minor maintenance tasks, and providing excellent customer service to ensure guests have a positive experience.

3. Will I need to manage bookings or use booking software?

Yes, managing bookings is often part of the role. Training will be provided if you are unfamiliar with the booking system used.

4. Do I need to enforce site rules, and how is this handled?

Yes, wardens are responsible for enforcing campsite rules in a friendly yet firm manner to maintain a safe and enjoyable environment for all guests. It is important that you represent the company professionally whilst ensuring that our guests follow the New Forest Code.

5. Am I responsible for any security or emergency response?

Yes, you may need to handle security concerns or respond to emergencies, such as medical issues or extreme weather, as part of your role. Training or guidance will be provided.

6. Will I need to oversee other staff or volunteers?

This depends on the campsite and your role. However, it is important that you be a good team player and happy to work with others.

Work Hours

7. What are the typical working hours for a warden?

Full time contracts are 37.5 over 5 days with 2 days off – usually 2 in a row. Shifts rotate weekly so you can have a mix of early and late in peak season as well as weekends off. We do offer 4 day week contracts as well as full time (30 hours).

8. Are there on-call duties outside of regular hours?

You will be on a rota to have the emergency phone at night.

9. Is the role seasonal or year-round?

Most of our roles are shorter season, we are especially interested in applicants from mid May to end August. Setthorns is open all year but the majority of our sites are April to September.

Living Arrangements

11. Are pitches provided as part of the role?

Yes, other than day wardens our roles include a pitch free of charge.

12. What type of pitch is offered?

This varies by site but will most likely be an EHU pitch

13. Are utilities like electricity and water included in the pitch?

EHU can be but not water we do not have serviced pitches on any of our sites.

14. Can my family or pets live on-site with me?

This depends on the campsite. Pets are not allowed on company property so will not be allowed in the offices on the site. You would also be expected to follow the same terms and conditions are our visitors in relation to your pets.

15. Is there internet access or mobile phone coverage on-site?

Internet access and mobile coverage vary by location. Many campsites provide basic internet access for wardens.

Qualifications and Skills

16. Do I need previous experience as a campsite warden?

Experience is helpful but not always essential. We value a positive attitude, practical skills, and customer service experience.

17. What skills or qualifications are required (e.g., first aid, maintenance, customer service)?

Skills in customer service, basic maintenance, and administration are often required. On Sites with facilities, you will be trained in COSHH. First aid training is desirable if you have it and food hygiene certificates may be advantageous (Holmsley Site only)

18. Will I need a driving license or my own vehicle?

This is not necessary.

19. Are there training opportunities provided by the employer?

Yes, you will undergo a comprehensive induction into the CNF world.

Facilities and Equipment

20. Will tools and equipment for maintenance be provided?

Yes, campsites provide the necessary tools and equipment for maintenance tasks.

21. Are there specific health and safety protocols I need to follow?

Yes, you will need to adhere to the campsite's health and safety policies and the New Forest code.

22. Will I need to manage or oversee any facilities (e.g., toilets, showers, laundry rooms)?

Yes, wardens often oversee the upkeep of communal facilities, ensuring they are clean and in good working order.

Pay and Benefits

23. What is the salary or hourly rate for the role?

Pay varies by site and experience but is market competitive.

24. Are there any additional benefits?

Staff are entitled to a discount on pitches for family and friends.

Enrolment into pension scheme after qualifying period.

25. Will I be paid overtime if I work extra hours?

We operate a Time off In Lieu system.

Application and Interview Process

26. How do I apply for the job?

See link on website page

27. What documents do I need to submit?

Onboarding paperwork will consist of passport or birth certificate, Self declaration and medical assessment form.

28. Will there be an interview, and if so, what should I expect?

Yes, there is usually an interview, which may be conducted in person or online. You will need to provide a reference (ideally last or current employer)

Other Questions

30. How large is the site, and how many pitches does it have?

This varies by location. You will be provided this information during recruitment.

31. Are there opportunities for career progression within the company?

Yes we welcome returning employee and look to allow progression where possible.