



Facilities Team Member

Location: Spring Lakes Watersports & Leisure

Department: Facilities & Environment

Reports To: Facilities & Environment Lead

Career Level: 1

Role Purpose:

Facilities Team Members are responsible for maintaining the cleanliness, safety, and overall upkeep of Spring Lakes, across both indoor and outdoor spaces. This blended, hands-on role covers cleaning, groundskeeping, car park support, and basic site maintenance. Team members are also expected to support site operations by working closely with the Facilities & Environment Lead, including helping with shift handovers to and from the Security Team. The role is essential to keeping the site running smoothly and ensuring guests have a safe and enjoyable visit.

Key Responsibilities

1. Site Cleaning & Presentation

- Clean restrooms, changing rooms, and other public-facing areas to a high standard
- Prepare guest accommodation (e.g. bell tents) including cleaning, bed-making, and supplying essentials
- Maintain hygiene and cleanliness in communal areas and staff zones
- Deep clean assigned areas and complete daily task lists

2. Grounds Maintenance

- Mow, trim, weed, and tidy green spaces across the site
- Jet wash paths, signage, and structures when needed
- Clear debris, mud, and hazards from paths and communal zones
- Keep site visually appealing and in good working order

3. Waste & Recycling

- Empty site-wide bins and recycling points regularly
- Follow correct waste disposal processes and help promote environmental best practice

4. Laundry & Stock

- Assist with washing, drying, folding, and storing bedding and towels
- Keep cleaning and guest supplies topped up and organised



5. Car Park Support

- Provide cover for Car Park Attendants during peak times or events
- Help direct traffic, manage safe parking, and provide basic visitor guidance
- Monitor access points and communicate with the Facilities & Security teams as needed

6. Site Operations & Handover Support

- Support the Facilities & Environment Lead with operational setup and close-down
- Occasionally assist with handovers at the start and end of day between the Facilities team and the on-site Security Team
- Relay key information (e.g. maintenance issues, safety concerns) between teams

7. Event & Seasonal Support

- Assist with setting up, maintaining, and breaking down event spaces
- Support with seasonal tasks (e.g. gritting, clearing leaves, setting up outdoor furniture or signage)

8. Guest & Team Interaction

- Engage with guests in a friendly, helpful manner when approached
- Report any concerns, incidents, or hazards to the Facilities & Environment Lead
- Work flexibly to support other departments when needed

Key Interactions

Internal: Facilities & Environment Lead, Park Managers, Security Team, Guest Experience Team, Events Team

External: Guests, Contractors, Suppliers

Success Measures

- Guest areas and grounds are clean, safe, and welcoming
- Operational tasks completed on time and to standard
- Positive feedback from guests and colleagues
- Effective handover and communication between Facilities and Security teams
- High standards of appearance and safety maintained throughout the site

Skills and Qualifications

Essential

- Previous experience in cleaning, groundskeeping, or general site work
- Confident working both indoors and outdoors in all weather
- Friendly, reliable, and able to work with minimal supervision
- Able to follow processes and respond quickly to issues or safety concerns



- Physically fit - capable of lifting, bending, and being on your feet all day

Desirable

- Experience working in hospitality, leisure, or park environments
- Awareness of Health & Safety, COSHH, or environmental practices
- Experience in traffic marshalling or car park management

Certifications (Required)

- Standard DBS Check - Required for working across the site with access to guest-facing areas and sensitive operational zones (non-supervisory)

Additional Information

Facilities Team Members are expected to work flexibly across cleaning, groundskeeping, and operational support tasks. The role includes working weekends, bank holidays, and during peak operational periods. Uniforms and equipment are provided. Occasional early morning or evening handovers may be required.

Employee:

"I acknowledge and understand the roles and responsibilities outlined in this document and commit to carrying them out to the best of my ability. I also understand that these responsibilities are not exhaustive and may evolve as needed."

Signed

Full Name

Date signed

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