



Campsite Warden - 2027 Season

We're looking for a friendly, practical and reliable Campsite Warden to join our team and help with the day-to-day running of the campsite.

It's a varied, hands-on role where you'll be helping guests, looking after the site and making sure everything is clean, safe and running as it should.

There's no typical day. You might start by checking the facilities and getting the site ready for arrivals, spend part of the afternoon welcoming guests and dealing with bookings, then finish off by having a wander around the site, answering a few questions and making sure everyone is settled in.

Ultimately, your job is to help create the kind of campsite you'd be happy to stay at yourself.

A little bit about Piccadilly

Piccadilly Caravan Park is a small, friendly campsite set in the Wiltshire countryside, just a short walk from the beautiful National Trust village of Lacock.

With around 45 pitches, we welcome tents, caravans and motorhomes, as well as offering a glamping bell tent. We're a relaxed, family-friendly site with well-kept grounds and plenty of space for our guests to switch off and enjoy their stay.

We're also in a fantastic part of the country, with Bath, the Cotswolds and plenty of lovely countryside nearby - so there's lots to explore during your time off.

The owners live on site and are actively involved in the day-to-day running of the campsite, so although you'll need to be confident working independently, you won't be left to figure everything out on your own.

We're proud of Piccadilly and want our wardens to feel part of the campsite rather than simply coming in to do a shift. We're looking for someone who'll get to know our regular guests, take pride in the site and help us maintain the friendly, relaxed atmosphere we've built here.

What you'll be doing

Looking after our guests

A big part of the role is simply being a friendly and helpful person around the campsite.

You'll be one of the main points of contact for guests, so you'll:

- Welcome new arrivals and help them find their pitch if needed (most manage just fine!)
- Answer questions about the campsite and local area
- Deal with telephone enquiries
- Glamping bell tent change overs (although we have additional help with this during the season)
- Help guests with any problems during their stay
- Handle last-minute arrivals and bookings
- Take payments where required (most are made in advance)
- Deal with the occasional complaint or tricky situation — although we genuinely don't get many
- Keep an eye on things and try to sort small problems before they become bigger ones

We want our guests to feel welcome and relaxed, so you don't need to be overly formal. We're looking for someone approachable, friendly and comfortable chatting to people.

At the same time, you'll need to be confident enough to politely step in when site rules aren't being followed.

Bookings and admin

There is some computer work involved, but nothing too scary.

You'll help manage our bookings using an online booking system, including:

- Checking upcoming arrivals
- Checking guests in
- Managing new and last-minute bookings
- Updating booking information
- Taking and recording payments where required (most are handled automatically online)
- Responding to telephone enquiries
- Keeping booking records accurate

You'll need to be reasonably comfortable using a computer, but previous experience with our booking system isn't required — we'll show you how it works.

Cleaning and facilities

Keeping the campsite clean and looking its best is an important part of the role. Our facilities are still very new, and we'd really like to keep them looking spick and span for as long as possible.

We're really proud of the number of lovely comments and reviews we receive about how clean and well looked after our facilities are, and we want to keep that standard going.

This will include:

- Cleaning toilets and showers
- Cleaning communal areas
- Regularly checking toilet and shower blocks throughout the day
- Restocking supplies
- Keeping washing-up and laundry areas tidy
- Cleaning and preparing glamping accommodation between guests
- Making sure facilities are presented to a good standard
- Reporting or dealing with any maintenance issues you spot

We're looking for someone who notices when something needs doing rather than walking past it and assuming somebody else will sort it!

You don't need professional cleaning experience, but you do need to be happy getting stuck in and take pride in keeping the site looking good.

Looking after the campsite

There's also a practical side to the role.

You may help with:

- General tidying around the campsite
- Grass cutting
- Light groundskeeping
- Occasional hedge trimming (we have a gardener, so this is minimal)
- Keeping pitches and communal areas presentable
- Moving equipment or supplies
- Basic DIY and maintenance
- Spotting and reporting repairs

If you're naturally practical and happy tackling straightforward maintenance jobs, that's a definite bonus.

You don't need to be a qualified plumber, electrician or tradesperson, but general DIY skills and the confidence to solve simple problems are really useful.

Keeping things safe and running smoothly

Part of being a warden is keeping an eye on what's happening around the campsite.

You'll help make sure guests follow the site rules so everyone can enjoy their stay safely.

Most of the time, this simply means having a friendly conversation or reminding somebody of the rules. Occasionally you may need to be a little firmer, so you should be comfortable dealing with situations calmly and professionally.

You'll also help with general campsite safety and report anything that doesn't look right.

There may also be some **on-call or out-of-hours responsibility** for guest issues.

Who would suit this job?

We're not necessarily looking for someone who has already worked as a campsite warden.

Previous experience on a campsite, caravan park, holiday park or in hospitality would definitely be useful, but it isn't essential.

We're much more interested in finding someone who is:

- Friendly and approachable
- Good with people
- Reliable and responsible
- Happy working independently
- Practical and hands-on
- Comfortable using a computer
- Organised without needing everything to be overly complicated
- Able to use their initiative
- Calm when things get busy
- Happy to clean as well as deal with customers
- Comfortable being outdoors in typical British weather
- Flexible when unexpected things crop up
- Someone who takes pride in their work

You'll meet all sorts of people, including families and children, so strong customer service skills and a friendly attitude are really important.

You'll need to be fairly active

This isn't a job where you'll spend all day sitting down.

You'll be walking around the campsite, cleaning, moving equipment and carrying out practical jobs, so you'll need to be comfortable with a reasonably active working day.

There may occasionally be some lifting and moving of heavier items as part of maintaining or tidying the campsite.

Experience and qualifications

Previous campsite experience is helpful, but not essential.

Experience in any of the following areas would also transfer really well:

- Hospitality
- Hotels or holiday parks
- Customer service
- Cleaning
- Grounds maintenance
- Gardening
- Facilities management
- DIY or general maintenance
- Reception or administration

First aid training is useful if you already have it, and some sites may require additional training such as COSHH. Where specific training is needed for the role, we'll provide it.

Season, Hours & Working Pattern

This is a seasonal position running from April through to the start of October.

Campsite life has its own rhythm. Weekends, bank holidays and school holidays are our busiest times, while outside of the school holidays the campsite is generally much quieter during the week.

Hours vary throughout the season. You can expect to work anywhere from around 20 hours per week during quieter periods to 40+ hours per week at peak times.

The role would suit either a couple looking to work together and share the responsibilities, or a single person who is comfortable working independently.

What does a typical day look like?

We generally work on a split-shift basis, which gives you some proper downtime during the middle of the day.

A typical day might look something like this:

Morning

Mornings are usually focused on reception, departures and getting everything ready for the day. This could include checking guests out, answering enquiries, dealing with bookings and cleaning the toilets, showers and other communal facilities.

Midday / early afternoon

Once the morning jobs are finished, you'll normally have a few hours to yourself. This is your chance to relax, head out, enjoy the local area or simply put your feet up before coming back later in the day.

Afternoon / early evening

You'll then be back around the campsite as new guests arrive. This part of the day is generally a mixture of welcoming and chatting to customers, helping with arrivals, answering questions and getting on with maintenance, groundskeeping and other practical jobs around the site.

It's a sociable role, so sometimes simply being visible around the campsite and having a chat with guests is an important part of the job.

Days off

The normal working pattern is five days on and two days off, with the two days usually together.

As weekends are our busiest time, your days off will typically be Tuesday and Wednesday.

You should expect to work weekends and bank holidays, particularly during the busier parts of the season.

The split shifts and quieter middle part of the day mean that, although you'll be around during the key guest times, you should still get a decent chunk of the day to yourself.

It's a working pattern that suits someone who likes a bit of flexibility, enjoys campsite life and would rather have their free time during the quieter parts of the week than work a traditional Monday-to-Friday routine.

Living on site

This is a live-in position, so you'll need to live on the campsite in your own accommodation for the season.

You'll be provided with a grass pitch with electric hook-up and internet access.

We don't have fully serviced pitches, so there isn't a direct water connection at your pitch, although water is available on the campsite.

If you're bringing pets, the campsite's usual rules and restrictions will apply. We allow a maximum of two dogs per pitch, and dogs must be kept on a lead while on the campsite.

What we offer

You can expect:

- £13.50 per hour
- A pitch with electric hook-up and internet access
- A varied outdoor role
- Friendly and supportive owners who live on site
- Training on our systems and processes
- Regular days off
- A role where you can genuinely make a difference to somebody's holiday

If additional hours are required, we operate a Time Off in Lieu (TOIL) system.

The most important bit

We're not expecting you to arrive knowing absolutely everything about running a campsite.

We can teach you our booking system, processes and how we like things done.

What's much harder to teach is having the right attitude.

We're looking for someone who genuinely enjoys helping people, takes pride in keeping things looking good, can use their initiative and doesn't mind getting their hands dirty when there's a job to do.

Some days will be busy. Some will be quiet. Occasionally a guest will arrive late, something will stop working or the weather will throw everyone's plans out of the window.

Being able to smile, stay calm and work out what to do next is a big part of being a good warden.

Interested?

If this sounds like your kind of job, drop us an email and tell us a little bit about yourself.

We'd love to hear about who you are, any relevant experience you have, and what's attracted you to spending the season working on a campsite.

Don't worry if you haven't worked on a campsite before — we're just as interested in finding the right person with the right attitude.

We look forward to hearing from you.