



GRIFFON FOREST

Y O R K

Maintenance Assistant at Griffon Forest

Location: Griffon Forest Holiday Lodges, Flaxton, York, North Yorkshire

Position: Full-Time Maintenance Assistant

Salary: £26,000 to £28,000 per annum (depending on experience)

Hours: 40-43 hours per week (excluding breaks), including every Saturday, with Sunday working on a rotational basis.

The Role: We are looking for a reliable and hands-on **Maintenance Assistant** to join our team at Griffon Forest.

As a Maintenance Assistant, you will play a vital role in maintaining the lodges, grounds, and facilities across the site. You will work alongside the Maintenance Manager and the wider maintenance team, covering a seven-day operation on a rotating shift schedule. This position requires availability to work every Saturday, with Sunday shifts scheduled on a rotational basis.

Key Responsibilities:

- **Lodge Maintenance:** Perform general maintenance tasks ensuring the lodges are of a high standard for our guests, like painting, furniture and floor treatments, installing new appliances and working with the team on pre-planned larger revamp projects.
- **Carry out and investigate lodge repairs:** Day to day basic repairs across all lodges, including but not limited to replacing light bulbs, swapping taps, installing new toilet flushes, topping up boilers and investigating radiator leaks.
- **Grounds and Gardens:** Maintain the grounds, gardens, and decking areas, ensuring they meet the high standards expected by our guests.
- **Hot Tub Safety and Maintenance:** Oversee hot tub safety, maintenance, and preparation for guest check-ins.
- **Customer Service:** Deliver outstanding customer service, responding to any maintenance-related concerns or requests from guests during their stay.
- **Call Out Duties:** Equally shared daily “call out duties” with the maintenance team. Full details of how this operates will be confirmed at interview.

Essential Qualifications and Skills:

- **General Maintenance:** Practical maintenance skills with the ability to troubleshoot and resolve issues independently.
- **Teamwork:** A positive, hardworking attitude with the ability to work well within a team.
- **Customer Service:** Proven experience in providing excellent customer service.

Desirable Qualifications and Skills:

- Previous experience in a similar role within a holiday park or hospitality setting.
- Hot tub safety training (or willingness to undertake).
- Strong problem-solving abilities.
- Good IT and communication skills for maintenance reporting.

Additional Benefits:

- 28 days of holiday per year, including bank holidays.
- Company pension scheme.
- Flexible benefits package including staff discounts on food and drinks at Sandburn Hall.
- Discounted Hotel and Griffon Forest lodge stays (after successful 6 month qualifying period).
- Competitive salary of £26,000 - £28,000 per annum (depending on experience).
- Full-time, permanent position with 40 - 43 hours per week (excluding breaks).

About Griffon Forest and the Sandburn Hall Estate:

Griffon Forest is nestled in 100 acres of peaceful woodland and features 55 luxury self-catering lodges, each with its own private outdoor hot tub. With year-round high occupancy, it is a sought-after destination for couples and families alike.

Griffon Forest is part of the beautiful Sandburn Hall estate, a family-owned, independent business. The estate features a 40-bed hotel, an 18-hole golf course, a driving range and golf academy, Tykes restaurant, a grand hall for events, and a sports bar.

To Apply: If you are passionate about maintenance, have a strong work ethic, and enjoy providing excellent customer service, we would love to hear from you. This is an exciting opportunity to work in a stunning woodland setting while enjoying a supportive and rewarding work environment.

Please submit your CV and a cover letter outlining your relevant experience to:

hr@sandburnhall.co.uk

Griffon Forest is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. We encourage applications from candidates of all backgrounds.

Application Instructions:

Please note that all job offers will be subject to satisfactory reference checks and a DBS check.