



BRADDICKS
LEISURE Est. 1870

RECRUITMENT PACK

Park, Leisure and
Guest Experience
Manager

Closing Date – Friday 17th October 2025.

Interviews – TBC



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Welcome Message

Hello and thank you for taking the time to look at our role. Our family has been running our holiday park for generations, and while we work hard to keep everything running smoothly, we know the real magic happens in the fun, laughter, and giggles that fill our site every holiday season.

Our business is built on smiles, from arcade good old fashioned family fun and giggles to shared meals in our restaurant, from the joy of live music at our buzzing pub venues to the breathtaking sunsets over Lundy Island, Saunton Sands, and beyond. It's a place where every moment feels special and it really is our 'little corner of heaven' in North Devon.

Hospitality is in our DNA. For generations our family has poured laughter, passion, and a good dose of North Devon warmth into everything we do. We are proud to keep that tradition alive today.

So why not be a part of this, take a good look at this role, we are sure you will see how Braddicks Leisure could be your next career move.

Our apologies let's be a little more specific about our role, we know the reality of

hospitality and leisure isn't always glamorous, its long days, busy weekends, and rolling up your sleeves when needed. But it's also the joy of seeing families laugh together, guests return year after year and being part of a team that makes those moments happen.



Rob and Vikki Braddick Directors

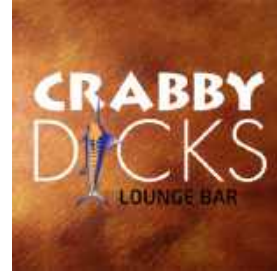
You will be an experienced hospitality or leisure professional, as well as being a people person, who can balance leadership with hands on day-to-day involvement at the same time injecting fresh ideas.

You will need to be commercially aware, safety conscious, and highly organised, along with possessing the confidence to manage operations, budgets, and compliance while keeping guests at the heart of every decision.

Does this sound like you? If it does, we really want to hear how you will make a difference to our us and our team. Don't delay apply today! Good luck.

Braddicks Leisure Limited

Our company is made up of the following venues :



We Aim to



Make holidays to remember – days full of laughter, warmth, and those little moments families talk about long after they've gone home.



Look after what's been handed down to us – generations of hospitality and community spirit that we're proud to keep alive.



Back our team all the way – work should feel rewarding, positive, and yes, sometimes just plain fun.



Keep our park special – whether it's the arcade, a good meal, live music, or simply sitting back and taking in the views over Lundy and Saunton Sands



Grow, but don't lose who we are – blending the traditions our guests love with fresh ideas that make every visit a bit different.

We Are Braddicks Leisure



Why we exist, what we deliver, and how our team makes it happen



Vision



To Be North Devon's most-loved coastal hospitality family connecting stays, dining, and celebrations on Bideford Bay for generations to come.



Mission



To create effortless seaside escapes in Westward Ho! warm, family run hospitality, excellent value, and unforgettable memories so guests return year after year.



Our Strategic Aims



1. **Create Unforgettable Coastal Breaks** – offer beachside stays that blend comfort, charm and convenience, all just steps from Westward Ho!'s Blue Flag beach. Our team continues to play a vital role in shaping guest experiences that become cherished memories.
2. **Deliver Warm, Welcoming Hospitality** - as a family-run business, hospitality is in our DNA. From check-in to dining, every smile, every conversation, and every little detail reflects the genuine care and friendliness we're proud to be known for.
3. **Host Memorable Dining and Events** – our venues aren't just places to eat and drink, they are places to celebrate. Whether it's a family meal, live music, or a special occasion, we work hard to create vibrant, welcoming experiences that bring people together.
4. **Champion Local Charm and Community Spirit** – we are proud to call Westward Ho! home. Our team helps us stay rooted in the community, support local suppliers, and celebrate the unique character of our North Devon coast.
5. **Drive Innovation, Loyalty, and Growth** – we are always looking ahead, finding fresh ways to delight our guests and keep them coming back year after year. By embracing new ideas, listening to feedback, and rewarding loyalty, we want to continue to grow as a business generating revenue while creating experiences that guests want to share, repeat, and remember.



Our Holiday Centre Teams at a Glance

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Is powered by dedicated teams who keep things running day to day, supported by specialist functions that help us grow, stand out, and bring the fun.



Core Operation Teams

Park Reception – the friendly faces who welcome guests, handle bookings, deals with guest complaints, logs maintenance queries – generally the team who keeps everything running smoothly in the reception area.

Housekeeping – the team are busy behind the scenes who make sure our accommodation is spotless, comfortable, and ready for every arrival.

Maintenance – the problem-solvers who look after our park accommodation units, facilities, and grounds, keeping the park safe and looking its best.



Specialist & Pivotal Function Team(s)

Family Entertainment Centre(s) Arcades – the heart of the fun, where our team keeps the games, prizes, and buzz alive for guests of all ages.

Marketing – a pivotal part of the business, sharing our story, driving bookings, and ensuring our holiday centre is a destination of choice.

‘Our job titles and tasks might differ, but at Braddicks Leisure we’re all part of the same crew’

‘Whatever our role, we all roll our sleeves up, laugh together, and focus on the same thing making every guest’s holiday and experience the best it can be’

Collectively our Team Comprise of

60 Team members who are employed on a permanent or casual basis

Our Team Priorities Are

Simple... we always put our guests first, stay safe, and work together as one team. We bring energy, positivity, and a sense of fun to everything we do, while taking pride in our standards, our service, and our holiday park. And because we're always looking ahead, we welcome new ideas and embrace improvements that help us grow together.

Whats our Future

Our future is about continuing to create unforgettable holidays while driving sustainable revenue growth. We'll invest in our park, our facilities, and our people so that every guest experience is fresh, welcoming, and memorable. By balancing tradition with innovation, we'll grow bookings, satisfaction, and our reputation as a destination of choice.



Your role ⑤

You will be our – **Park, Leisure and Guest Experience Manager**

Working in the – **Holiday Centre Team**

You will focus on the following operational areas –

- **Holiday Centre Reception**
- **Housekeeping**
- **Maintenance**
- **Family Entertainment Centre(s) Arcade**
- **Marketing**

Rob and Vikki – will be your line manager(s)

Your role will be a member of the Senior Leadership Team and will work in collaboration with

- **Financial Controller**
- **Human Resources Manager**



Your role at Braddicks Leisure

These are a few of the key elements of the role, please refer to the role profile for more information

Guest & Customer Experience	• Lead and deliver exceptional guest and customer experiences across all park and leisure facilities, including the games arcade/rooms. • Ensure a fun, safe, and memorable environment by setting and maintaining high standards of service and engagement. • Act as a visible presence across the park, resolving guest issues promptly and positively
Marketing & Promotion	• Use guest insights/feedback and operational strengths to position the holiday park as a destination of choice. • Develop and implement targeted marketing initiatives, including seasonal campaigns and special events/promotions. • Oversee digital content and on-site promotional materials to drive engagement and guest numbers.
Business Contribution	• Monitor performance metrics, guest feedback, and market trends to identify opportunities for growth and improvement. • Collaborate with senior leadership to shape the park's strategic direction and ensure delivery of the business objectives. • Act as an ambassador for the holiday park, maintaining strong relationships with guests, partners, and the local community.

These are some of the attributes will look for in you someone who

Demonstrates exceptional communication and organisational capability, with extensive experience in hospitality/leisure.

Provides clear strategic direction, sets performance expectations, and holds managers accountable through coaching, feedback, and structured performance processes such as job chats, appraisals and succession planning.

Identifies, evaluates, and implements initiatives that enhance operational

excellence and competitive market positioning.

Embeds a guest-first ethos across all services, ensuring customer experience is central to decision-making.

Acts as a visible, positive, and solutions-focused leader, inspiring confidence in colleagues and stakeholders.

Advocates for the business, promoting its values, offerings, and reputation at every opportunity

How to Apply

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Join our family, not just our team. Braddicks Holiday park has been in our family for generations, and it is this spirit that remains at the heart of everything we do. What's there to not like, if you would like the opportunity to showcase yourself you have come to the right place'



Who We Are &
What We Do



Join Our
Team



What Happens
Next



Interview
Time

STEP 1

Now – Check out who we are and what we do on our website www.braddicksholidays.co.uk

STEP 2

Apply: If you consider yourself a strong match for this opportunity, please submit your CV along with a 500-word personal statement detailing your relevant skills, experience, and personal attributes in alignment with the role profile.

Applications should be sent to jobs@braddicks.co.uk.

STEP 3

We will let you know asap after the closing date we will be in touch to let you know if you have been invited for an interview. We will always contact you by email – so don't forget to check your inbox and junk box!

STEP 4

Interviews this is a time for us to get to know each other. Although we will conduct a formal interview, there is no need to worry, we are a friendly and relaxed bunch, you will also have the opportunity to 'interview us too' as well as having a relaxed cuppa during a meet with some of the team.



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GOOD LUCK
