

HOLKHAM

Job description

Car Park Attendant

LOCATION	Holkham and Wells-next-the-Sea, Norfolk
REPORTING TO	Car Park Manager
LATERAL RELATIONSHIPS	Car Park Attendants

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

Holkham Enterprises and Holkham Events Ltd.

Holkham Enterprises and Holkham Events Ltd. are the business entities responsible for all visitor-related activity and income is derived from three car parks, three cafés, admissions to the Hall and related attractions, a gift shop, a 6.5 acre walled garden and an extensive education and events programme. Over the past five years there has been significant investment to transform the visitor experience at Holkham and 2016 saw the opening of our new state-of-the-art banqueting and events facility, The Lady Elizabeth Wing.

Overall job purpose

Holkham's leisure businesses now account for over two thirds of the estate's revenue. The role of the Car Park Attendant is to support the Enterprises team with administration and operation of the

car parking areas of the estate at to ensure the consistent promotion of the Holkham Brand when communicating with customers, visitors and other Holkham businesses and departments.

Job description

The following is intended to provide guidance as to duties but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Specific duties will include:

Provide operational support to the Car Park Supervisor.

To perform daily checks as required to pay and display machines. To undertake basic maintenance and carry out minor repairs on site such as ticket replenishment, clearing coin jams etc. Reporting of all serious faults to the Car Park Supervisor or in their absence the Car Park Manager.

To perform daily opening and closing procedures for the entrance and exit gates to each car park as required.

Daily collection and transport of cash.

Issuing Penalty Charge Notices as appropriate.

Provide a point of contact for the general public and ensure that a high standard of customer service is maintained at all times.

Help to resolve any difficulties and disputes which may arise in a calm and efficient manner.

Advising the public of the car parking regulations pertaining to the Holkham Estate. To ensure that we meet our sustainability goals and identify opportunities for improvement in this area.

Develop and maintain a high level of knowledge and understanding of the Holkham Estate and assist in increasing awareness of products and services offered by the company.

To act as liaison with emergency services as required.

Maintain effective communication with all members of the Car Park team.

Keep Car Parks tidy and clear of rubbish at all times. You will also be required to conduct regular checks of the levels of cleanliness in the lavatories.

To adhere to the Company's Health and Safety policy at all times.

To make a positive contribution to the work of the Car Park team and the company as a whole.

Personal qualities

Initiative, energy, enthusiasm and persistence.

Good leadership and organizational skills

Good presentation skills.

High standards of personal presentation.

Attention to detail.

Team player.

Flexibility, a positive attitude and an ability to work calmly under pressure.

You must have the right to live and work in the United Kingdom.

Training

You will be required and encouraged to engage in a program of professional development during the season.