

HOLKHAM

Job description

Seasonal Car Park Attendant

LOCATION	Holkham and Wells-next-the-Sea, Norfolk
REPORTING TO	Car Park Manager
LATERAL RELATIONSHIPS	Visitor Experience, Events and Café Teams

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 4 car parks, 3 cafés, admissions to the Hall and related attractions, a gift shop, a walled garden and an extensive education and events programme.

Overall job purpose

Working within the Holkham Enterprises Team, the role of the Car Park Attendant is often the first point of contact for visitors parking in one of our 4 main car parks located in Holkham Park, Lady Anne's Drive (Holkham Nature Reserve and Beach), Wells-next-the-Sea Beach Road and Wells Town car parks.

You will be directing visitors where to park, taking payment/assisting with payment if made by a machine, answering queries, directing traffic and responding to any emergency incidents that can arise in car parks with over £1m visitors per year. You will also work closely with the Events

Team to deliver event parking which would usually be in a different location to our usual parking operation and requires event set up and break down.

We are a 7 days a week operation, including bank holidays and we work in all weathers so a resilient, flexible and positive approach is essential.

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:-

- To be the main point of contact for visitors parking in a Holkham car park and will provide a warm welcome as well as respond to questions, direct visitors and take payment.
- To perform daily opening and closing procedures for the entrance and exit gates to each car park as required.
- 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 or Duty Manager.
- Daily collection and transport of cash with another colleague in accordance with the operational procedures for daily cash collection.
- To check payment compliance, issuing Penalty Charge Notices as appropriate.
- Help to resolve any difficulties and disputes which may arise in a calm and efficient manner and understanding when you need to step away to de-escalate a situation.
- To respond to changing conditions such as having to temporarily close a car park because it is full, communicating clearly to members of the public.
- Advising the public of the car parking regulations pertaining to the Holkham Estate if required.
- Develop and maintain a high level of knowledge and understanding of our visitor offer so that you are able to provide assistance and advice to visitors about what is open that day, opening times, catering options, admission and event enquiries including ticket pricing.
- To act as liaison with emergency services as required particularly given you may be working in a beach or park location with a high volume of visitors.
- Maintain effective communication with all members of the Car Park team so that decisions can be made swiftly in terms of where to park in overflow situations, how to respond to weather conditions, an emergency or anything else that is outside the norm.
- Assist with event set up for car parking operations. This may include the movement of track mats, staking out of car parking locations, changing of signage, setting up of pay lanes or anything else required so that the car parking operation for events is smooth and effective.
- Keep Car Parks tidy and clear of rubbish at all times.
- Conduct regular checks of the levels of cleanliness and operation of the toilets.
- Be prepared to administer First Aid (after training) so that the car park team are able to respond to First Aid incidents in the Car Park quickly and efficiently.

- To adhere to the Company's Health and Safety policy at all times, ensuring that the risk assessment is adhered to.
- Provide operational support to the Car Park Supervisor where necessary responding to operational challenges that need resolving.
- To make a positive contribution to the work of the Car Park team and the company as a whole.

Personal qualities

- . Initiative, energy and a positive attitude
- . Attention to detail and a desire to get things right.
- . Team player
- . Flexibility and an ability to work calmly under pressure.
- . Excellent customer service skills
- . Enjoys working outside in a varied environment.
- . Good standards of personal presentation
- . A commitment to develop your understanding and to demonstrate the 5 Holkham behaviours

You must possess a full UK driving licence and be willing to drive a company vehicle when required. (DLVA checks will be completed at the start of your employment).

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.