

HOLKHAM

Job description

Seasonal Tractor Trailer Driver

LOCATION	Holkham & Wells-next-the-Sea, Norfolk
REPORTING TO	Education Officer
LATERAL RELATIONSHIPS	Tour Guides, Visitor Experience Team, Learning & Engagement Staff, Holkham Stories Supervisor, Visitor Experience Manager

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 3 car parks, 3 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 5 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

The estate's leisure businesses now account for over two thirds of the estate's revenue. As part of our mission to inform, inspire & influence our visitors the Learning & Engagement team has developed a range of informative tractor trailer tours. The role of the Tractor Driver is to transport passengers within Holkham Park on a vintage tractor and bespoke passenger carrying trailer. You will also check tickets, keep the equipment clean and offer excellent customer service when liaising with our customers. You will be required to work to an operational rota as part of an effective Visitor Experience Team covering the whole of the visitor experience at Holkham.

Job description

To provide a high quality transport service for visitors through Holkham Park. To check customers have the correct ticket and liaise with the Ticket Office as required.

To provide a warm & friendly welcome to visitors.

To act as a source of information to our visitors, demonstrating a thorough knowledge of the Holkham Estate.

Maintain a high standard of customer service at all times, including exceeding customers' expectations.

To be responsible for the day to day maintenance, appearance and cleaning of the vehicles including completing daily check lists as required. To record and notify the Duty Manager and/or Visitor Experience Manager and/or Learning & Engagement Officer if any elements of the tractor or trailer are faulty or any damages occur.

To develop relationships with visitors so that they feel engaged and valued, increasing the likelihood of their repeat custom and recommendation to friends and family.

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

To ensure that we meet our sustainability goals and identify opportunities for improvement in this area.

To maximize ticket and guidebook sales and promote events.

Maintain effective communication with all members of the operational Visitor team.

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

If trained, administer First Aid if necessary.

To make a positive contribution to the work of the Visitor Experience Team and the company as a whole.

Personal qualities

The following personal qualities are required: -

Initiative, energy and enthusiasm

Excellent communication skills

Good presentation skills

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

All training will be given.