

# HOLKHAM

## Job description

### Seasonal Car Park Gatekeeper

LOCATION	Holkham & Wells-next-the-Sea, Norfolk
REPORTING TO	Car Park Manager
LATERAL RELATIONSHIPS	Visitor Experience Team

#### **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 role of the Car Park Gatekeeper is to support the Enterprises and Car Park team with the operation and security of our coastal car parking locations at Lady Anne's Drive, Wells Beach Road and Wells Town car parks and the wider estate and to ensure the car parks are secure and visitors observe the operating times of the car parks and effective communication 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 opening and closing procedure for the entrance and exit gates to Lady Anne's Drive, Wells Beach Road and Wells Town car parks.
- To perform daily checks as required on the gates. To undertake basic maintenance and carry out minor repairs if required and reporting of all serious issues to the Car Park Supervisor or in their absence the Car Park Manager.
- 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 access issues and difficulties which may arise in a calm and efficient manner.
- Advising the public of the car parking operating times for each location.
- 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 entrance and exit tidy and clear of rubbish at all times.
- 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.

Hold a clean UK driving license.

## **Training**

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