

HOLKHAM

Job description

Estate Maintenance Operative

LOCATION	Holkham Property Company - Longlands
REPORTING TO	Building Manager
LATERAL RELATIONSHIPS	Director Holkham Property Company, Building Manager, Land Agent, Property Manager, Compliance Coordinator, Building Surveyors, Finance & Office Team, Holkham Building Maintenance (HBM) 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.

Overall job purpose

This is a skilled 'hands on' role which will require a flexible and practical approach. This position is key to ensure that Holkham Property Company provides excellent tenant care through our responsive maintenance programme along with proactive building maintenance across the whole of Holkham's property portfolio.

The position works independently as well as flexing alongside the Holkham Building Maintenance Team. In this position a good service ethos is essential, and a can do, proactive, energetic attitude towards your work and towards other people is a must.

Job description

The following is intended to provide guidance 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.

Security

- Unlocking and securing Longlands
- Ensuring that all the buildings and their contents are kept secure at all times, even when not in use

Maintenance

- Responding to work requests in a professional and courteous manner
- Conduct regular inspections of commercial and residential buildings to identify maintenance needs
- Perform preventive maintenance on HVAC, plumbing, electrical, and mechanical systems

- Respond promptly to maintenance requests from tenants, property managers, and staff
- Troubleshoot and repair minor electrical, plumbing, carpentry, decoration and general building issues
- Maintain common areas, lobbies, and exterior spaces to ensure cleanliness and safety
- Coordinate with external contractors for specialised repairs or installations
- Keep accurate records of maintenance activities and manage inventory of supplies
- Ensure compliance with health, safety, and building regulations for all property types
- Proactively reporting any concerns/maintenance issues to the Helpdesk to ensure these can be dealt with promptly
- Assisting in the efficient operation of the utilities – gas, water, electric, heating, reading meters and ancillary equipment
- Collate and report on energy consumption as directed by the Finance Team
- Assisting with the general maintenance and upkeep of HPC vehicles
- Borehole maintenance and private water supply, servicing & maintenance
- Gutter, drains and sign cleaning & external building maintenance along with Working at Height
- Ability to work independently and manage multiple properties
- Exposure to varying temperatures and physical environments
- Travel between multiple property locations is required

Health and Safety, Fire and Risk Management

- Reporting any unsafe practice, potential hazard or anything that is likely to cause harm to staff, tenants, contractors or visitors
- To perform risk assessments on work carried out where required.
- Legionella Management
- Fire Fighting Equipment maintenance and periodic inspections
- To be aware of Health and Safety requirements and carry out all duties in compliance with health and safety at work legislation and risk assessments
- To always adhere to the Company's Health and Safety policy

Qualifications:

- High school diploma or equivalent; technical certification preferred
- Proven experience in building maintenance for commercial and/or residential properties
- Working knowledge of electrical, plumbing, HVAC, and carpentry systems
- Ability to read and interpret technical manuals and building plans
- Strong problem-solving skills and attention to detail
- Physical ability to lift, climb, and perform manual tasks
- Excellent communication and customer service skills
- Familiarity with computerised maintenance management systems (CMMS)
- A full clean UK driving licence will be required

Personal qualities

- Discrete and trustworthy, reflecting the status of Holkham as a family home.
- Initiative, energetic 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 Behaviors

Training

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