

HOLKHAM

Job description

Houseperson (live-out role, overnight security cover required)

LOCATION	Holkham Hall
REPORTING TO	Facilities and Security Manager
LATERAL RELATIONSHIPS	The Earl and Countess of Leicester, Housepersons and Facilities team, and wider Enterprises 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 Hall is the privately owned, lived-in family home of the Earl of Leicester and his family. The hall is a member of the Treasure Houses group, which consists of ten of the most magnificent palaces, houses, and castles in England today.

Overall job purpose

This is a 'hands on' role which will require a flexible and practical approach. The facilities and security team are heavily involved with the day-to-day operation to support both the public and private aspects of Holkham Hall and associated visitor attraction.

The role of Houseperson is to ensure the Hall is safe and secure, minimising risk of loss or damage. The position is instrumental in ensuring that the family and visitors receive the best possible levels of customer services, reacting to matters in a prompt and friendly way. Turning a practical hand to all manner of maintenance jobs whilst keeping on top of mandatory compliance tasks to ensure that the building and Visitor Attraction associated buildings run smoothly for visitors, family and staff.

You will not be required live within the Hall itself but you will provide approx. 2 days security cover per week and 3 In shifts (08:30-17:00) per week in accordance with a 3 monthly rota published in advance. You would be expected to provide 24-hour security cover and emergency response

shifts as required. A shared live-out security flat is provided for this purpose, which is located in the Hall, alongside the Security Office. It is mandatory that live out staff stay in the security flat overnight to provide security rather than remotely offsite. Patrols around the hall are permitted but you will be required to stay within the Hall's footprint throughout the 24 hour shift. This security flat is cleaned by the Hall team between shifts so that, if necessary, the Facilities and Security Manager or another member of the team (covering security) will use it on the days you do not. For the avoidance of doubt, you are not required to share the flat itself whilst you stay over, but it will be used by you and other members of the team (on different nights). We have two live-in roles who are responsible for the bulk of the security cover each week. You are permitted to bring your partner with you to the flat if you would prefer but it is not suitable for a family to stay.

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.

- To take responsibility for your allocated tasks for that shift, and to be clear on what is expected of you, seeking help from the Facilities & Security Manager if you are unsure.
- Ensuring the Hall is always presented and maintained to the very highest standards.
- Open and close the Hall as required; ensuring that the routes are clear, alarms are secured, including doors and windows and that lights and electrics are switched off.
- Respond to requests from the family, which may involve driving duties, movement of luggage, assisting with family dogs, fire laying, movement of furniture, carrying out tasks and repairs as well as other tasks on request. Responding to work requests in a professional and courteous manner.
- Assist with planned or last-minute projects in the Hall such as weddings & events, filming, tours, VIP Visits, (including safe landing and departure of helicopters) and family social gatherings. Throughout each you will demonstrate excellent customer services and teamworking skills.
- To always work with the utmost discretion & sensitivity with regards to the family & their guests
- Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager and Head of Department.

Security

- You will be required to cover approx. 2, 24-hour duty security shifts per week, in accordance with a 3 monthly rota published in advance. From time to time, you may also be required to cover additional shifts to cover absence.
- Rest periods for sleep are permitted during these 24-hour shifts, but you will be expected to respond to alarms and calls throughout the night as and when they arise.
- Respond and challenge appropriately any unauthorised, suspicious, or malicious activity.
- Maintain secure access to the Hall and surrounding buildings and be always vigilant to ensure the security and safekeeping of goods and chattels.
- Responding to both fire and intruder alarm activations and deal with them quickly and efficiently.
- Have a good working knowledge of the fire and security alarm system in the Hall and adjoining buildings, know how to safely investigate activations, omit zones and reset the alarm.

Facilities and Maintenance

- Completing a routine of compliance jobs such as play area checks, fire alarm tests, biomass check and rooftop inspections and reporting accordingly.
- Where possible, optimise team resources and distribute workloads across the team to ensure efficiency.
- Undertaking routine repairs and maintenance of the site services and buildings under the direction of the Facilities & Security Manager. This may include basic plumbing, carpentry, painting etc.
- Proactively reporting any concerns/maintenance issues to the Facilities & Security Manager to ensure these can be dealt with promptly.

- Assisting in the efficient operation of the utilities – gas, water, electric, heating and ancillary equipment and undertake utility savings by turning off all non-required powered equipment.
- Liaise with any onsite contractors and assisting with maintenance issues as required.
- Assisting with the deliveries of equipment, stock, materials, or large parcels to ensure they are delivered to the correct person or area.
- Assisting with the general maintenance and upkeep of Family and Enterprises vehicles
- Assist in the delivery of a programme of winter works during the closed season – which will include redecoration, repairs, and replacements.
- To support the Hall team in the installation of Christmas at Holkham, both internally within the Hall and visitor areas, and in Holkham Park.
- Ensure that all requests and actions are recorded on Maintain X accurately and in a timely way

Health and Safety, Fire and Risk Management

- Support the Hall Manager and Facilities & Security Manager with regards to H&S, Security, Fire and Risk Management, being vigilant for breaches and ensuring compliance is maintained.
- Reporting any unsafe practice, potential hazard or anything that is likely to cause harm to staff or visitors.
- Out of regular business hours, be a first responder to any incident or emergency in the Hall. Liaising with duty security when appropriate.
- 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

Personal qualities

- Discrete and trustworthy, reflecting the status of Holkham as a family home.
- 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 behaviors

A full UK driving licence will be required.

An advanced DBS security check will be required.

Training

You will be required and encouraged to engage in a program of professional development. Full training will be given on the fire and security systems and any other appliances that you will be expected to maintain.