

HOLKHAM

Job description

Head of Estate Property Maintenance

LOCATION	Holkham, Norfolk
REPORTING TO	Director - Holkham Property Company

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

Holkham is a thriving rural estate covering 25,000 acres, set on a beautiful stretch of the North Norfolk coastline. The Hall was built in the mid-18th century by Thomas Coke, 1st Earl of Leicester, and remains the family seat of the Coke family today. The diverse estate further comprises a deer park, the world famous Holkham National Nature Reserve and beach as well as a thriving collection of businesses centred on property, farming, hospitality and leisure.

Holkham employs a team of 350, rising to 400 in peak summer. It stands out for its strong sense of community and positive working culture and was named the "Best Large Employer" for the Eastern Region in 2023. Its vision is to be the UK's most pioneering and sustainable rural estate.

Holkham Property Company

The property portfolio comprises Holkham Hall and associated listed buildings; 14 tenanted farms; approximately 300 residential properties and 70 commercial units and a growing portfolio of 11 high-quality holiday lets.

This position will lead a team comprising, a general building team, a painting team, a specialist joinery workshop team, a Health, Safety & Compliance Manager and a Works Coordinator.

Other colleagues in Holkham Property Company include a Residential Lettings team, a Rural Surveyor, Building Surveyors and a finance team.

Overall job purpose

The Head of Estate Property Maintenance is responsible for the reactive repair and planned maintenance of the Estate's properties, which includes the Grade I listed Holkham Hall, 300 residential dwellings and 14 tenanted farms with associated outbuildings.

This role is responsible for the performance of in-house trades and external contractors engaged by the Estate on reactive works. The role will ensure that quality work is delivered within agreed timescales, budgets and schedules of work. The position will be responsible for monitoring and managing the team's performance through employing efficient processes and reporting using our best-in-class property management system, Concerto.

People Management

- To lead and manage the team ensuring they are given clear direction so that work is completed to a high standard and within agreed timescales.
- To support and develop the in-house building team, setting annual objectives, carrying out annual appraisals, providing feedback, training and coaching as required to maximise performance and retention within the team.
- To ensure that resources are managed appropriately so that the correct balance of internal and external resources is struck to provide timely yet cost effective building maintenance responses.

Reactive Maintenance Works

- To manage and prioritise reactive works and to allocate the appropriate in-house or external resources to each task.
- To liaise with team supervisors over the planning and progress of reactive repairs for their teams.
- To manage the reactive works ensuring they are scheduled, resourced and completed within the agreed response timescales.
- To use the in-house property software for recording, managing and performance reporting of reactive tasks. (Concerto)
- To be a Concerto champion, leading on a continued programme to maximise the use of Concerto.
- To ensure effective and proactive communication with tenants and the residential property team regarding property repairs.
- To support with out of hours duties when reasonably required, including covering the on-call phone on a rota basis.
- To liaise with the Building Surveyors where external contractors are required for reactive works
- To report monthly on reactive works progress and update at team meetings.
- To liaise with other teams in relation to allocation and progress of reactive tasks.

Planned Maintenance works

- To target 100% property compliance
- Liaise with the Building Surveyors to prioritise repairs and ensure they are included in quarterly work programmes.
- Oversee the repair and redecoration annual schedule.
- Manage budget lines in scope with role.

Health and Safety

- To be the Holkham Property Company Health and Safety lead, ensuring Health and Safety policies and procedures are up to date, in use and adhered to.
- To ensure that contractors meet Health and Safety regulations.
- To ensure that Health and Safety reporting requirements are met including accident and near misses and to contribute to the Estate wide quarterly Health and Safety meeting.

Person Specification

You may have gained experience coming up 'on the tools', or in the management of the maintenance of a property portfolio or in facilities management.

- An organised planner with the ability to multi-task and work at pace.
- A positive attitude and an ability to work calmly under pressure.
- A hands-on and visible proven people leader.
- Ability to delegate work and provide clear instructions.
- Ability to monitor and maximise other's performance.
- Comprehensive knowledge of building /construction methods.
- Knowledge of listed buildings and conservation techniques.
- IT literate with a preference for property software experience and knowledge.
- Effective questioning and listening skills.
- Ability to work as a team member so that goals are met.

Package

- £50,000 – £60,000 per annum depending on experience.
- Single private healthcare.
- Life insurance.
- 30 days annual leave inclusive of bank holidays – with the option to increase.
- Relocation support and expenses if required.
- A range of discounts.
- Employee Assistance Programme.

End.