Estate Services Assistant

Provide 24/7 professional, customer service based, operational support across the estate for daily activity and emergency situations.

SOME OF THE MAIN THINGS YOU’LL BE DOING:

- Provide excellent customer service to all visitors to the estate.
- Complete regular mobile patrols across the estate including land and all buildings.
- Provide night time support to customers in the hotel, including late check in and early check out routines.
- Provide operational support to events across the estate.
- Key holder, undertake some locking up and opening of buildings and complete internal inspections of unoccupied buildings.
- Respond and report all issues relating to fire and intruder alarm issues, test systems on a regular basis including all fire extinguishers.
- Undertake basic planned maintenance when required.
- Complete daily routines: rubbish, laundry, stores, cash transportation and collection, setting up events.
- Manage triage in event of incident until relieved by a senior manager. This could involve First Aid.
- Provide support in extreme situations eg. Gritting in icy or snowy conditions, closure of lower drive during windy conditions etc
- Resolve or report any Health and Safety issues across the estate.
- Provide a detailed handover at the end of your shift.
- This list is not intended to cover all areas of your role but rather to outline the key accountabilities. Critical to success will be that your work is carried out in a way that demonstrates your initiative and your approach to great customer service and growing audiences.

ROLE DETAILS:

DEPARTMENT: Ecology

REPORTING TO: Sustainability, Transport and Maintenance Manager

WHAT YOU WILL BRING:

- Excellent customer service for staff, visitors and students across the estate.
- Leadership through creative problem solving, a positive can do attitude and a willingness and desire to ensure all who come into contact with Dartington have the best possible experience.
- Ability to remain calm and effective at all times and when under pressure.
- The ability to drive and have an up to date driving licence.
- Basic maintenance skills.
- Registered licence holder with Security Industry Authority (desirable).
- Commitment to work hard and act in Dartington’s best interests at all times.
- Ability to work three week rota including waking night shifts.
- A willingness to act in line with Dartington’s ethics and values.