



North
Northamptonshire
Council



Job description

Details of the job	
Post title:	Estate and Deputy Manager
Salary grade:	
Hours:	Full Time, 37 hrs per week
Location:	Chester House Estate, Wellingborough
Reports to:	Chester House Estate General Manager
Service area:	Culture, Tourism and Heritage

In September 2022, North Northamptonshire Council developed a new service 'Culture, Tourism and Heritage'. This new service has brought together departments across the council including Tourism delivery, theatres, events and heritage assets which now all sit within the Communities and Wellbeing Directorate.

North Northamptonshire Council has the vision:

'To create a new sustainable, efficient, and engaging heritage, cultural and tourism service that will shine a light on the outstanding assets we have within North Northamptonshire, whilst protecting and preserving heritage for future generations. Working with partners, we aim to improve and increase the tourism economy by developing infrastructure and introducing pioneering marketing strategies to attract inward investment and visitors.'

The Culture, Tourism and Heritage Service includes the following areas:

- The Chester House Estate (CHE)
- Corby Heritage Centre
- Cornerstone

- Northamptonshire Archaeological Resource Centre (ARC)
- North Northamptonshire Council Events
- Discover North Northamptonshire Hub
- Destination Nene Valley (DNV)
- The Greenway Project
- Theatre Contracts for the Corby Core Theatre, The Lighthouse Theatre and The Castle Theatre.
- Visitor Attraction / Park contracts for Stanwick Lakes, Twywell Hill and Dales
- Cultural, Heritage and Tourism Partnerships including with Made with Many, Love Corby, The Northamptonshire Heritage Forum, Northamptonshire Surprise, Rockingham Forest Trust and The Nene Rivers Trust.

The Chester House Estate is a £14.5m restoration project funded by North Northamptonshire Council and The National Lottery Heritage Fund. The site is a popular heritage visitor attraction, educational facility, and archaeological archiving centre. Our educational programmes focus on farming, sustainability, history, geography, archaeology, and farm business diversification.

We wish to make the Chester House Estate somewhere that people want to come; a place that through education, learning and enjoyment adds value to their lives, and helps them to appreciate Northamptonshire's outstanding heritage. We will deliver a quality, unique and sustainable educational offering. We will champion accessible education for all ages and communities, our mission is to give the opportunity to engage with the Chester House Estate's past, present and future.

You'll work from The Chester House Estate situated in North Northamptonshire, looking after 85 acres of woodland, wood pasture, grasslands/meadows. You'll lead a team of up to 3 assistants and will work closely with the Chester House General Manager to grow the estates offering and future sustainability. We'll invest in you, by providing development and training to ensure you can lead your team and deliver on ambitious targets for the estate.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organisations commitment to providing a safe and positive working environment for all.

This role includes work on a 5/7-day roster, which will include weekends and bank holidays.

Overall purpose of the post

1. You'll plan, develop and coordinate a programme of conservation, access and engagement projects across the wider estate. You'll use your leadership skills and experience in countryside management to drive forward our landscape vision and ambitious plans for conservation, volunteer and visitor engagement. You'll bring us a balance of leadership, practical and engagement skills.
2. You'll lead on, plan, develop and coordinate a programme of repairs, maintenance and general upkeep across all assets at the estate, including our listed buildings and recently restored buildings. You'll use your leadership skills, experience in health and safety and building control to drive forward our ambitious vision. You'll bring us a balance of leadership, practical and engagement skills
3. This role will deputise for the General Manager at the estate including supporting the overall day-to-day running of the estate. You will act as a regular Duty Manager including being the main point of contact for staff and volunteers including the Leadership team.
4. As part of the wider leadership team, you'll also influence how we provide great experiences for our visitors and how we deliver the commercial success required to pay for conservation of our land including the Ancient Scheduled Monument.

Main accountabilities

1. To take the lead role for the upkeep of the wider estate and garden areas and to assist with the long term planning for the site's maintenance and development in order to keep the site maintained in the appropriate manner.
2. To support and deputise for the General Manager. Supporting and leading on the 'day-to-day' running of the estate including health and safety, customer service, hospitality and financial management.
3. Manage the Estates and Open Spaces Team (up to 3 full FTE positions) including the Estate and Facilities Assistants. Managing their PDR's, staffing budgets and appraisals.
4. Managing the Estates and Open Spaces Team expenditure budgets (£100k plus).
5. To oversee and manage contractors carrying out grounds maintenance works and contractors carrying out projects such as the bridge replacement.
6. To oversee and manage the cleaning and waste management processes within the buildings and wider estate.
7. To lead the work of the wider estate team and volunteers with ground maintenance, gardening and presentation.
8. To manage and oversee all servicing and upkeep of grounds maintenance machinery including site vehicles (land rover / leased van).
9. Supporting the events and programming offer with set up and pack down of large and small scale events.
10. To support the Buildings and Facilities Assistant who will be leading on all health and safety monitoring, including regular risk assessments and fire procedures and fulfilment of NNC's statutory obligations.
11. To be 'on call' in case of emergency including overnight and weekends.
12. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
13. To support and manage selected projects across the estate including those that include carpentry skills, e.g. the design and build of an outdoor BBQ area.
14. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
15. To be the lead and main POC for the Film Archive Trust.
16. To manage the security of the wider estate perimeters including the unlocking and locking of the estate
17. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate.
18. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential.

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PERSON SPECIFICATION

Post Title:	Estate and Deputy Manager
Grade	
Service Area:	Culture, Tourism and Heritage

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>Experience in working in the Leisure, Tourism, Visitor Experience.</p> <p>Experience with managing large and diverse teams.</p> <p>Experience with ground and building maintenance.</p>	<p>First aid trained</p> <p>Level 3 food hygiene certificate</p> <p>Certificate in Occupational Health and Safety (To IOSH at least, preferably NEBOSH)</p>
Experience and Knowledge	<p>Excellent communications and interpersonal skills to be able to effectively engage with a range of audiences and stakeholders at strategic, operational levels, including elected members and members of the public.</p> <p>Excellent influencing and advocacy skills. The ability to positively influence and instil confidence in team members, senior officers and stakeholders</p> <p>Experience managing teams from varied backgrounds.</p> <p>Ability to develop a performance management culture and delivery framework, developing short, medium and long term goals.</p> <p>Budget management experience including regular monthly monitoring, forecasts, end of year closedown, grant funding applications and</p>	<p>Experience of working with volunteers or community groups</p> <p>Appreciation and understanding of the importance of the historic environment.</p>

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ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Excellent customer service skills and high service standards.</p> <p>Strong relationship management and influencing skills</p> <p>Excellent planning and report writing skills</p> <p>Excellent time-management skills</p> <p>Confident, flexible and relaxed management style, able to communicate effectively with everyone.</p>	<p>A dynamic leadership style, and the ability to manage a diverse permanent and seasonal team.</p> <p>Monitoring, evaluation and analytical skills</p>
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	