

CHGT Estates and Facilities Supervisor Job Reference EFS21

Responsible to: Head of Visitor Experience

Responsible for: Volunteer Rangers

Contract: Full time

Key relationships: CHGT staff and volunteers, English Heritage business managers, English Heritage contractors, Facilities and Estates contractors, Gavin Jones contractor, venue hire and film location clients and agents

Salary: £26,000 - £28,000

Role Summary

Chiswick House and Gardens Trust (CHGT) seeks an Estates And Facilities Supervisor, to help care for and maintain our grade I listed House, and 65 acres of Gardens. The successful candidate will be responsible for:

- Planning, managing and co-ordinating House and Estates security monitoring and contract management
- Managing and coordinating all House and Estates maintenance and facilities contracts
- Leading on caring for the fabric of our buildings, with specific responsibility for managing the conservation and maintenance
- Managing the operations budget and spend
- Being the health and safety lead with specific responsibility for Risk Assessments and processes
- Planning and carrying out Estates, Facilities and Security maintenance
- Managing Volunteer Rangers, ensuring a good Ranger presence across the estate
- Supporting Ranger team where required

The Organisation

Chiswick House and Gardens (CHGT) is a 300-year-old historic house with 65 acres of Gardens in the heart of Hounslow, West London. It was established in 2005 jointly by the English Heritage Trust (EHT) and the London Borough of Hounslow, who previously managed the Gardens. It is the birthplace of the English Landscape Movement, with the largest collection of heritage camellias under glass in the world, 17th-century walled gardens and Kitchen Garden, and is internationally recognised for its architecture and garden history.

Today, Chiswick House and Gardens is a hub for the local community, with 1,000,000 visits made to the Gardens each year, as well as thousands of visitors to the House. We are a popular destination for dog walkers, families, individuals and groups who arrive at Chiswick daily in pursuit of nature and culture. In a normal year, we host weddings, film and photography shoots, outdoor theatre and cinema, music and food festivals, family events and sporting activities which bring the community together.

What you will be doing

Security

- Leading on the security of Chiswick House, the Estate and all associated buildings and regularly review all the systems and processes.
- Leading on, managing and monitoring all our security contract partners; CCTV installation and monitoring and key holding companies.
- Inducting and training the CHGT staff on all house checks and security procedure and protocols so that they can provide on call duty.
- Planning and administering the monthly On Call duty rota.
- Representing CHGT at the Safe Neighbourhood team meetings, ensuring we are fully up to speed on all local issues and feedback to the team internally.

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- Maintaining the logs of all incidents and gather intelligence and report back each quarter to the Trustees report. To feed in any enhancements / suggestions into the operational planning.

House & Estates Maintenance

- Managing all House, Estates and site maintenance. Ensuring we are up to speed with all our regular maintenance inspections.
- Obtaining quotes for contractor works and ensuring all contractors on site, whether booked by you or by our 3rd parties, are overseen and monitored.
- To be the lead for conservation and maintenance of our historic structures. Carrying out regular checks with the English Heritage team and Heritage Advisory Group.

Health and Safety

- Be the CHGT Health and Safety and IOSH lead.
- Co-ordinate and manage the monthly Operational / H&S staff meeting to review incidents and near misses, discuss any changes to processes and procedures arising and roll out changes.
- Carry out all relevant H&S inspections across the Estate, working hand in hand with the Garden Manager who is responsible for pesticide and other regulations as affect the operations of the garden landscape.
- Review and update H&S procedures for the House, in conjunction with EH advice and regulations.
- Audit and maintain updated Risk Assessments across all aspects of our work with all teams.
- Lead all inductions and refreshers for all staff and volunteers on relevant H&S processes and procedures.
- Book in relevant H&S training for yourself and the wider team.

Ranger Duties:

- Provide a visible presence in the Gardens; be friendly and welcoming to park users, but also have the presence and people skills to deal with the confrontations/situations that will need calm resolve
- Deal with emergency situations and escalation procedures if appropriate
- Carry out general park security; this includes moving on homeless people, ensuring dogs are not off lead in wrong areas & dog foul policing, and reporting any hazards/damage on-site to the Trust. Informing, educating and advising the public and ensuring they are aware of and understand the byelaws.
- Respond to all calls received on the Ranger phone and keep the phone on your person when on site.
- Carry out Ranger operations tasks i.e. cleansing, changing posters, filling dog waste bags dispensers, lake management, pond management etc
- To assist all teams with the preparation of the Estate for activities e.g. set up for events, filming, London in Bloom, Green Flag.

Volunteer Ranger Management

- Recruit, train and manage Volunteer Rangers and ensure cover for key ranger tasks (as above).
- Brief Volunteer Rangers with duties whilst they are on the Estate and provide status updates.
- Coordinate and maintain Ranger daily inspections, progress any actions arising.

Reporting

- Set up and update security log for regular review with the English Heritage team
- Set up and run monthly H&S report to review (see above)
- Prepare quarterly report, highlighting grounds issues, work completed and achievements of volunteers

Other

- Occasionally assist the gardening team in horticulture duties around the estate
- Co-ordinate cricket bookings with the gardeners preparing the pitch

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- You will be required to act in accordance with the provisions of the Health and Safety at Work Act 1974 to take reasonable care for the health and safety of any person who may be affected by your acts or omissions in carrying out your duties.
- You may be asked to carry out other duties as may arise from time to time and which may be reasonably accommodated within the posts grading level.

Who We Are Looking For

The ideal candidate will possess the following skills:

- Working knowledge of Health and Safety legislation
- Experience working with and managing external contractors
- Confidence in dealing with people at different levels, including internal and external stakeholders and members of the public
- Experience working in a historic or heritage environment, and an understanding of the unique challenges this can present
- A good level of IT competency, confidence using Excel
- Experience managing a budget
- Experience working with and/or managing volunteers
- Ability to balance competing priorities
- Adaptable and self-motivated in developing the role.

The successful candidate will also need a full driver's licence, in order to operate the ranger buggy and other equipment.

How To Apply

Please, email your CV with covering letter (no more than 1 side of A4) explaining why you are a good fit for the role to info@chgt.org.uk. Please use the reference EFS21 in the subject line.

We are looking for the right candidate for our team, and so interviews will be on a rolling basis.