



TRUSTEES OF THE CHATSWORTH SETTLEMENT & CHATSWORTH HOUSE TRUST

JOB DESCRIPTION

Job Title: Assistant Supervisor, House Person Team

Reporting to: Senior Supervisor, House Person Team

Principle Manager: Head of Operations

Purpose of Post:

To assist in managing the house person team in their delivery of; traffic management, car parking, high standards of presentation, maintenance and cleanliness of the car park area (including toilets and litter bins).

Undertake a proactive leadership role; promoting Chatsworth brand and core values and excellent customer service.

Main duties and responsibilities:

- Effectively manage the car park team in achieving their objectives and responsibilities during your duty supervisor days. Ensure the team provides a warm, welcoming, polite, helpful and efficient service for visitors.
- Supervise the team and assist with the daily parking of cars and traffic management in an effective and efficient manner, including on special event days. Maintain a proactive approach, anticipate challenges, react and manage operations to prevent problems with traffic flow, delays and inconvenience to visitors.
- Achieve key performance criteria to attain excellent standards of maintenance and customer feedback.
- Ensure appropriate levels of staffing during your duty days to ensure that scheduled work is completed in an effective and efficient manner. Where required, assist in the recruitment of new team members and carry out the induction and training of team roles.
- Comply with Chatsworth Health and Safety Policy and assist the supervisors, when required, in undertaking risk assessments and method statements necessary for the house person team to fulfil its role in a safe and effective manner.
- Collate and check the accuracy of the house person team timesheets during duty days prior to submission to the Senior Supervisor. Record

details of any holidays, sickness, and time in lieu; raising any concerns regarding time management.

- Assist the senior supervisor when required in undertaking driver training for use on unfamiliar vehicles, and where applicable, for use by the house person team, and in developing other necessary policies and records.
- When required, supervise the team in conjunction with Collections and the House Team in the careful removal, handling and relocating of artwork, assets, precious objects and furniture within the premises and throughout the Estate.
- Maintain high standards of personal appearance and hygiene at all times, as appropriate for a representative of Chatsworth.
- Complete any training and development required for the role.
- To undertake other tasks as and when required at the reasonable request of managers.

This is a description of your duties and responsibilities at the present time, however, this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

Personal skills and abilities:

- Ability to maintain a polite, friendly and courteous manner at all times.
- Good written and verbal communication skills.
- Able to work in a calm, efficient manner, even when dealing with difficult and stressful situations.
- Flexible approach to working; willingness to stay and help during busier times.
- Able to be an effective member of a team but also work on own initiative.
- Valid UK driving licence.