



## **RABY ESTATES**

### **JOB DESCRIPTION**

#### **ASSISTANT CUSTODIAN**

#### **INTRODUCTION:**

Raby Estates comprises landholdings split between country estates in County Durham and Shropshire.

Central to the operation are busy visitor attractions with Raby Castle at its centre, providing quality service to high volumes of visitors.

Our Assistant Custodian is a key member of staff supporting the maintenance and security of the Castle, Stables Cafe and surrounding Park and the way it is presented to the public.

Business development plans for the Estates means that the need to keep the Castle and surrounding buildings secure will expand.

#### **THE ROLE**

##### **Main Objective:**

- To support the work of the Leisure and Tourism department in ensuring the presentation, maintenance and security of the Castle and surrounding buildings are to a high quality standard

##### **Job Requirements:**

- A commitment to first class service and standards
- An ability to supervise staff & volunteers to ensure consistent standards & service
- Flexible approach to duties undertaken
- Ability to work within a team or on own initiative as required
- Effective communication and organisational skills
- Honesty and a high level of integrity
- Enthusiasm and capacity for hard work
- Attention to detail



**Hours:** Full Time, 5 days in 7 including weekends and bank holidays. The role is predominantly day time hours, except for special events

**Reports to:** Head of Leisure Development, Custodian

**Liaising with:** All departments including the owners and the CEO

**Key Responsibilities:**

- Assist in keeping the interior of the Castle in a state of cleanliness, which includes vacuuming, dusting, polishing of floors, windows, brass, copper etc. Some tasks are linked to daily opening to the public, others are linked to an annual programme
- To assist & liaise with the Curator in the conservation and display of the Castle collection
- Castle security duties:
  - Act as a senior keyholder for the Castle and Stables Cafe
  - To be on call for intruder and fire alarms for Castle and Stables Cafe – to be a named priority contact for these monitoring call centres
  - To manage & monitor any unauthorised access into Raby Park
  - To take on the responsibility of leading one of the salvage teams for the Castle in case of fire
  - To be responsible alongside the Custodian for locking up and setting alarms for the Castle
- Carry out maintenance duties as and when required on site, including the Coach House, Shop, Cafe and Private Office area
- Cover for the Custodian during periods of sickness and annual leave
- To supervise such roles as the Castle Cleaner and Grounds and Building's Maintenance Assistant
- Undertake Guiding duties during the Open Season as required whilst helping to manage Senior Guides and Volunteers within the Castle
- Assist with occasional evening work if an event is held in the Castle
- Ensure Health and Safety safe working practices within your work team
- Communication and co-operation with other Estate employees

This list is not exhaustive, and you will be required to carry out any other reasonable tasks arising from time to time