



DALKEITH
COUNTRY PARK



WHO WE ARE

Bucleuch is a diverse and innovative business with a passion for sustainable land use in rural Britain. People are at the heart of Bucleuch, in particular, colleagues, tenants, customers and visitors. Our commercial enterprises, including leisure & hospitality, agriculture, forestry, energy, rural estates and commercial property, provide approximately 500 jobs in local communities, with around 90 people working in Dalkeith Country Park.

Dalkeith Country Park is a truly special place. Just a few miles from Edinburgh, it's home to Fort Douglas adventure playground and Restoration Yard, set in a beautiful 1,000-acre country estate. With over 300 years of history, a 700 year-old oak wood and miles of waymarked trails, visitors can enjoy exploring the park before a delicious meal in our restaurant, The Kitchen, or a browse around our wonderfully eclectic retail store. You'll also find our Wellbeing Lab offering yoga and fitness classes.

For more information about us, and what we do, look at our websites here:

www.dalkeith.countrypark.co.uk

www.restorationyard.com

OUR VALUES



- We treat each other with respect
- We do our best for customers
- We care about our communities
- We actively manage our impact on the environment

WORKING FOR US

Chef, Security Officer, Lettings Agent, GIS Technician, Gardener, App Developer, Joiner, Wildlife Ranger, Barista, Forester, Surveyor, Retail Assistant, House Guide, Project Manager, Finance Assistant, Fencer, Site Engineer...

Just some of the many and varied roles people carry out at Buccleuch and chances are, you won't have worked anywhere like it before. If you join us, you can expect to be busy and challenged, but you'll never find it dull. Colleagues are encouraged to use their initiative and many have had the opportunity to develop their roles. We're particularly committed to safety and wellbeing and we like to think this is a great place to work.

In our last People Survey colleagues reported that they are proud to work for Buccleuch, they understand what is expected of them and feel that their team environment is supportive. Here's what some of our colleagues had to say:

"It's a great place to work"

"Buccleuch is unique but it's the people that really make it"

"I enjoy being part of the team"

"I felt really valued during what has been a difficult time"



"The company has really demonstrated commitment to everyone's wellbeing"

"The mansion houses and grounds are so beautiful and it's interesting to work with a family whose roots trace back to King Charles II and beyond"

THE ROLE

Role title	Caretaker	Shift pattern	4 days on, 4 days off
Location	Dalkeith Country Park	Average hours per week	35 - 40
Start date	ASAP	Manager's role	Assistant Facilities Manager

This is a hugely varied, rewarding and exciting role. No two days are the same and you will be “hands on” in every aspect of park activity! Watch this short video to hear first-hand what makes this such a unique and interesting role [by clicking on this link](#).

As Caretaker your duties will vary hugely; it might be a lost Fort Douglas adventurer one day, a stray farm animal the next, providing help to our visitors...and everything you can imagine in-between! As a key member of the facilities team you will go the extra mile to ensure that the needs of all our visitors, colleagues and tenants are met and that day-to-day operations at Dalkeith Country Park run smoothly. You'll need a professional approach and the ability to keep a cool head under pressure ensuring that any issues or emergencies that arise are dealt with effectively.

Working on a four days on, four days off basis, your 10-hour shift will start at 7.30am and finish at 6.30pm. You will also be asked to provide holiday and sickness cover for colleagues which may include the occasional night shift.

You'll find more detail about the day-to-day responsibilities involved in this role at the end of this pack.

Salary & benefits

Salary range (dependent on experience)	£21,000 - £24,000
Employer pension contribution (subject to you contributing 3.5%)	5.5%
Annual leave (inclusive of public and statutory holidays)	21 days (based on a full time equivalent of 30)
Life assurance	2.5 times salary
Other	Eligible to join Private Health scheme



Holidays increase by one day for five years' continuous employment (up to a maximum of 5 additional days) and we offer the opportunity to join a holiday purchase scheme (after one year's employment) along with a cycle to work scheme.

THE PERSON

We want to hear from candidates who have the skills listed below and who can demonstrate the personal traits and behaviours that are key to success in this role.

Essential skills

Sound IT skills with competence in Microsoft Word, Excel and Outlook

Strong communicator and able to build rapport with visitors, tenants and colleagues

Excellent customer service skills and great with people

Ability to exercise discretion

Personal traits & behaviours

Organised with a pro-active approach and ability to co-ordinate and track progress of activities

A hands-on approach and willingness to 'roll your sleeves up'

A can-do attitude with confidence to use initiative

Professional and calm under pressure

We are looking for candidates who have these qualifications and experience:

Experience

Solid experience within a visitor services or facilities management environment

Practical experience of repair and maintenance issues

Experience of dealing with contractors

Qualifications

Full UK driving licence

First Aid at Work (preferred but not essential)

You don't need to have supervisory experience but it helps!



ROLE SPECIFICS

On a day-to-day basis, our Caretaker will:

- Identify and respond to emergencies or urgent issues competently, minimising any impact on the running of the business and escalating where necessary
- Ensure all visitors receive a warm welcome and first-class experience
- Work with the Cleaning team to ensure that toilets and public spaces are maintained to an excellent standard at all times, directing the team to deal with any issues or spillages as required
- Carry out day-to-day small repairs and maintenance, liaising with contractors on the bigger issues and ensuring they comply with industry procedures such as CDM Regulations 2015
- Liaise with Police Scotland when required
- Ensure an effective handover with security and caretaking colleagues. Assign night s with a list of duties to undertake during their shift
- Coordinate essential services such as IT, telephony and waste disposal
- Deal with safety paperwork including risk assessments and action trackers
- Help to set up and clear meeting rooms and event spaces to the agreed standard
- Deal effectively with customer issues as they arise, including complaints, queue management and car parking.

We ask all our colleagues to:

- Be familiar with, and adhere to our company policies, guidance and practices
- Co-operate with colleagues to ensure that Buccleuch is a safe place to work and visit, reporting any concerns to a relevant manager or member of the safety team
- Undertake other duties as may be required from time-to-time and are consistent with the overall responsibilities of the role.

APPLYING FOR THE ROLE

Sound interesting? If you haven't already applied and think you have the right skills, attitude and experience to join our team, we would love to hear from you! To apply, simply email your CV and a covering letter to Stephen Begg, Operations Manager, at stephen@dalkeithcountrypark.co.uk.

If you have any questions about the role, would like this information presented in a different format, or would like more information about our application process, please contact our recruitment team at recruitment@buccleuch.com.