

Role	Estates Supervisor
Reports to	Operations Director/ Head of Cavalry
Direct reports	None
Volunteer team reports	Estates/ Operations

Job Purpose

To effectively supervise and maintain all aspects of Site and Estates for Eleven Arches, as a charity and as a visitor attraction. To task and nurture our Estates/Ops volunteer team to grow their skillset and experience with the long term aim of being self-sufficient in fulfilling the landscaping and maintenance requirements of the organisation.

Our site needs to be a fully functioning venue for visitors in addition to a safe rehearsing and performance area for our 1,500 volunteers and our horses and animals

Key Outputs and Accountabilities

Work with the Operations Director, Operations & Safety Manager, Technical Manager, Head of Cavalry and Producer to plan, implement and coordinate world class visitor facilities for our visitors and volunteers on our site:

Estates / Operations

- To plan a “programme of works” and implement all initiatives and maintenance relating to the Site season by season
- Responsible for task allocation by issuing task / job requests
- Supervise day to day activity of Operations / Estates Team volunteers on site; maintaining performance standards by providing technical support and supervision
- Supervising and monitoring workload for specialist sub-contractors
- Undertake administrative duties; implementing and maintaining relevant on-site records such as condition surveys and site audits & logs eg water usage
- Carry out checks on site and other properties, ensure logs are kept up to date on a regular schedule
- Provide project support for Technical, Estates and Operations teams
- Conduct inductions and regular safety and quality audits, monitoring compliance with H & S of all Estates / Operations volunteers and subcontractors to ensure they are working safely, using the correct equipment, in the correct manner and compliance with all procedures and legislation
- Implementation induction briefing to contractors and ensure quality and best practices are followed
- Site administration and general upkeep
- Assist in the use of spaces within the sites including but not limited to Food & Beverage, car parking areas, the main site entrance, VIP and accessible parking space, the village, the Tribune seating, sanitary provisions and, where required, performance and back of house areas
- Work with the Operations Director and the Safety & Operations Manager to identify and implement site service requirements such as fencing (temporary or permanent), external site lighting, hazardous storage area, signage (both wayfinding and legislative) and other site service requirements related to the operational running for the event
- Coordinate resources and facilities related to staff, volunteers and visitors welfare covering all rehearsals and Show nights
- Assist with the development (with the Operations Director, Head of Cavalry and

- Technical Director) suppliers' briefing documents
- Assist with the development, implementation and maintenance of Operation policies and procedures

Person Specification

Essential

- Demonstrable previous experience as Estates Supervisor / Facilities Manager or a strong supervisory background in Site Maintenance / Landscaping
- Good oral and written communication skills
- Able to use initiative and work as part of a team
- The ability to direct volunteers and manage sub-contractors on site
- Experience of completing risk assessments
- A Health & Safety qualification (minimum NVQ Level 3)
- The ability to motivate individuals, a collective team, and gain buy in from volunteer support
- Strong work ethic and can do attitude
- Commercial awareness
- Integrity and approachability
- Ability to bring a fresh outlook and new ideas to the table

Desirable

- Understanding of the operational and logistics requirements for a large-scale event
- First Aid at Work qualification
- Good IT skills
- Driving Licence
- A DBS will be required

This job description is not intended to be prescriptive or exhaustive; it is a framework to outline the main areas of responsibility / any other duties or responsibilities that may need to be allocated from time to time to ensure the efficiency of the service.

Due to the nature of the role there will be a requirement to work a number of evenings and weekends during "Show Season".