

# HOLKHAM

## Job description

### Activity Assistant

LOCATION	Holkham & Wells-next-the-Sea, Norfolk
REPORTING TO	The Coordinator Team
LATERAL RELATIONSHIPS	Ropes, Cycle Hire and Boat Hire Teams

#### **Norfolk Adventure**

Norfolk Adventure Ltd is one of the estate's concession companies and manages the Holkham Ropes Course, Cycle Hire and Boat Hire. In addition, the Woodland Café is managed and operated by Norfolk Adventure. Our employees will work very closely with Holkham estate and operate in harmony with the estate's five behaviours.

Our vision is to create fulfilling and valuable experiences for both staff and customers based on trust and empathy

#### **The Holkham Estate**

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

## Job description

The following list is a guide of duties and expected behaviour but is not limited to the below

To create valuable experiences for our customers.

To ensure that you provide the highest standards of customer service to all our customers. This will include looking for ways to exceed customers' expectations, anticipating customers' needs and responding positively in all your communications.

Good communication skills

To maintain a professional and responsible attitude and manner

Wear the appropriate uniform

To engage with customers and team members with an empathetic approach.

To develop relationships with customers and staff so that people feel welcome and valued.

Ensuring customers understand and are happy with the activities they are undertaking.

Helping to ensure customers understand their responsibilities and have filled out the acknowledgment of risk forms.

Assist in fitting PPE and equipment correctly and appropriately to our customers.

Use equipment in a safe manner, complying with training given.

Keeping the activity area clean and tidy at all times.

To adhere to the Health and Safety policy at all times.

To inspect and maintain the PPE and other equipment so that it remains in good order, reporting and recording any concerns to the senior team.

To make a positive contribution to the work of the Norfolk Adventure Team and the Holkham Estate as a whole.

To help develop and support sustainable approaches and initiatives.

You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

## **Personal qualities**

Empathy for those you work with and the general public.

Initiative, energy, enthusiasm and persistence.

Professional approach within the workplace

Good presentation skills.

High standards of personal presentation.

Attention to detail.

Team player.

Flexibility, a positive attitude and an ability to work calmly under pressure.

## **Rope course specific**

Due to Health and Safety and Working at Height Legislation, any Activity Assistants who deliver safety briefs or wish to become rescue trained must be a minimum of 18yrs of age. However, other roles on the course can be carried out by individuals between the ages of 16-18yrs.

## **Training**

You will be required and encouraged to engage in a program of professional development during the season.