

# LEEDS CASTLE

## DESIGNED TO ENTERTAIN & AMAZE

### **MAINTENANCE ASSISTANT**

### **Role Profile & Job Description**



**LEEDS CASTLE**  
**JOB DESCRIPTION**

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**JOB TITLE:** **Maintenance Assistant**

**REPORTS TO:** **Hard Services Manager**

**RESPONSIBLE FOR:** **General Maintenance**

**DEPARTMENT:** **Estates Services**

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**LOCATION**

*Leeds Castle is a stunning, 900-year-old moated castle, set in 500 acres of Grade II listed parkland, situated in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1974 and continues her story as a glamorous retreat and popular visitor attraction.*

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**PURPOSE**

**To provide support to the maintenance team in the provision of ongoing maintenance and projects throughout the Leeds castle estate.**

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**KEY TASKS**

- ❑ *To continually promote and support a “team spirit” within the maintenance department and other teams. Recognise the importance of ‘teamwork’ to achieve the Foundation objectives and to contribute effectively in developing our service.*
- ❑ *Inspect, identify and determine the extent of allocated works to use appropriate techniques, materials and tools to undertake the work using methods of good practice, to the required standard and legislation.*
- ❑ *Use of the computer maintenance management system (CMMS) and mobile devices to report and record all work activity accurately. This will also include all administrative duties required to fulfil the role.*
- ❑ *To work with other members of the Maintenance Team in maintaining the buildings and services within the Castle and Estate. To assist the maintenance team and other departments in completing projects, problem solving, supporting other team members when required.*
- ❑ *To escort and supervise specialist contractors as required.*

- ❑ *To act on and report to the Hard Services Manager any potential hazards to yourself, staff and visitors.*
  - ❑ *Carefully drive maintenance vehicles when required, following suitable training.*
  - ❑ *Understand the need to control costs and take action to prevent loss.*
  - ❑ *To maintain the highest standard of behaviour, performance and appearance, ensuring that the designated uniform is worn at all times.*
  - ❑ *To be fully conversant with Leeds Castle Policies, Employee Handbook, Health and Safety at Work, Fire and Emergency Procedures.*
  - ❑ *To be available to support events when required.*
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#### **CORE ACCOUNTABILITIES:**

- *Demonstrate a positive, proactive and flexible approach in delivering a high quality customer-focused service to staff and visitors to the Castle and Grounds. This will also include supporting not only maintenance activities but also events when requested, on a 5/7 day working week.*
  - *High standards of work completed in a timely manner.*
  - *Self-motivated and able to work with minimum supervision.*
  - *Follow Company and Health & Safety policies to maintain a safe working environment.*
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#### **SKILLS, KNOWLEDGE, EXPERIENCE REQUIRED**

- *Strong team player.*
- *Adaptable to surroundings.*
- *Knowledge of H&S and best practice*
- *Experience of working with the public*

*In addition to your main areas of responsibility, the values and behaviours that are required from all our people for the successful delivery of our vision and strategy are summarised below:*

<b>VISION</b>	<i>To be the South's top heritage destination for relaxation, hospitality &amp; experiences that surprise &amp; delight</i>
<b>VALUES:</b>	<b>WELCOMING:</b> <i>Everyone is treated as a valued guest</i>
	<b>BEHAVIOUR:</b> <i>We welcome our guests with warmth &amp; the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities &amp; abilities. We build connections with communities &amp; partner organisations to reach those who experience barriers to visiting.</i>
	<b>SURPRISING:</b> <i>We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories &amp; new approaches</i>
	<b>BEHAVIOUR:</b> <i>We are curious, think laterally &amp; always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible &amp; open to change.</i>
	<b>ENDURING:</b> <i>As estate custodians, we understand our assets, think long-term in caring for &amp; improving them &amp; leaving a healthy, positive legacy for future generations.</i>
	<b>BEHAVIOUR:</b> <i>We manage finances for the long-term, investing wisely &amp; monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint &amp; work towards net zero carbon emissions. We plan regular maintenance &amp; capital projects to protect our assets, doing the job properly &amp; once. Our decision making is ethical, transparent &amp; has integrity.</i>
	<b>NURTURING:</b> <i>We continue the estate tradition of looking after our people &amp; communities.</i>
	<b>BEHAVIOUR:</b> <i>We respect different skills, experience &amp; views. We work as one team, supporting &amp; developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges &amp; opportunities, successes &amp; failures, always learning from experience. We are a good neighbour &amp; partner, with a positive influence in Kent and beyond.</i>

*All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences*

*This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required.*