

# WINDERMERE JETTY

Museum of  
Boats, Steam and Stories



## ESTATES ASSISTANT – WINDERMERE JETTY Museum of Boats, Steam and Stories Recruitment Information

Closing Date: January 14 2019

Interview Dates: w/c 21 January 2019

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[www.windermerejetty.org](http://www.windermerejetty.org)

[www.lakelandarts.org.uk](http://www.lakelandarts.org.uk)

## INTRODUCING LAKELAND ARTS

### Windermere Jetty Museum of Boats, Steam and Stories

We're delighted that you're interested in joining the dedicated team at Lakeland Arts as Estates Assistant at Windermere Jetty Museum of Boats Steam and Stories (Windermere Jetty).

Lakeland Arts is one of the most remarkable arts and heritage organisations in the North and has an exceptional portfolio of attractions in an area of outstanding natural beauty – and England's newest UNESCO World Heritage Site celebrating our incredible Cultural Landscape.

At a time when we're to grow significantly by opening Windermere Jetty as a world-class visitor attraction, it's really important we recruit people with a passion and enthusiasm for what we do and what we want to achieve.

At Lakeland Arts, we come from all walks of life, backgrounds and interests, but we have one thing in common – connecting people with outstanding art and heritage in our breathtaking world-class cultural landscape.

So, to Windermere Jetty Museum of Boats, Steam and Stories. We'll open our doors to the visitors in Spring 2019 following a major capital investment and we're really very excited! This will be the most significant new heritage visitor attraction in the North.

The Museum is in the final stage of construction on an incredible lakeside site on Lake Windermere close to the centre of Bowness. It will offer a range of activities for visitors including displays telling the history and stories of the boats and the people who built and used them, a publicly viewable conservation workshop where boats will be conserved and restored, a beautiful boathouse with boats on the water and high-quality visitor

facilities including a café with the best views of lake and fells. Don't just take our word for it, you need to come and see it for yourself.

So, what is it like working for Lakeland Arts?

You'll work in some of the most beautiful buildings, venues and locations in Cumbria and you can expect to feel a real sense of pride in the job you do, every single day.

We want to enable you to learn, discover and develop your career here at Lakeland Arts. We'll do everything we can to support you and your development so that you can achieve your goals.

We're really proud of where we are and who we are, and our continued success depends on the contribution and expertise of every individual we employ.

If you work for us, you can expect a fair salary together with a benefits package befitting an arts trust, which we are currently finalising to ensure we are an employer of choice in the region.

We welcome your application and wish you every success with it.



**Gordon Watson**  
Chief Executive, Lakeland Arts

## JOB DESCRIPTION

<b>Job Title:</b>	Estates Assistant (Part-time)
<b>Salary:</b>	£8.25 per hour. Part time hours available.
<b>Location:</b>	Windermere Jetty, Museum of Boats, Steam and Stories with occasional cover at other Lakeland Arts sites
<b>Reporting to:</b>	Windermere Jetty Manager and Deputy Manager
<b>Line Management:</b>	Not applicable to this role

### Purpose and key objectives

As an Estates Assistant at Windermere Jetty you'll maintain excellent standards of estate care and ensure that all buildings and public areas are maintained at appropriate standards. In this role, you'll be responsible for public as well as staff areas. The role will be customer facing with daily interaction with our visitors, and you'll ensure delivery of a great visitor experience.

### Key responsibilities

- Assisting the Lakeland Arts Team with the recovery procedure in event of fire or flood, in accordance with the Disaster Plans for Windermere Jetty and other LA sites when required.
- Carrying out daily pre-opening site checks and responsible for site opening safely and on time.
- Carrying out reactive repairs and maintenance of all buildings including, but not restricted to, painting, plumbing and general maintenance.
- Regularly inspecting all the buildings to report any defects promptly to Manager of site.
- Working with the Lakeland Arts Facilities Manager, programme proactive cyclical and routine maintenance schedules for the site, ensuring that all statutory inspections are completed and relevant records maintained.
- Organising tradesmen and contractors, and in collaboration with the Manager being responsible for the supervision of tradesmen and contractors whilst on site.
- Regularly inspecting electrical, plant and alarm systems to report any defects and action any required maintenance.
- Carrying out and recording weekly, monthly and annual alarm tests of security, fire and emergency lighting systems.
- Monitoring, in conjunction with the Commercial Assistant, all maintenance agreements to ensure that they are carried out at the correct frequency and dates.
- Emptying of car park cash machines and stewarding the car park at peak times.
- Assisting with visitor queue management and directional stewarding.
- Maintaining a good stock of consumables by placing orders and monitoring usage, in conjunction with the House Keeping team.
- Assisting with the preparation of rooms, including furniture layouts, for the various events, activities and exhibitions.
- Spot cleaning and house keeping checks when required and providing cover for House Keeping teams.
- Ensuring, in conjunction with the Manager, that adequate security is maintained at all times.
- Compliance with the Lakeland Arts' Health & Safety and Fire Safety Policies, by working safely and efficiently at all times. Using protective equipment and devices provided and by reporting defects in such equipment if they occur.

## **General Accountabilities**

All roles will have responsibilities relating to the opening and closing procedures of each area and for the health and safety procedures for each area.

This job description outlines the principal responsibilities and duties of the post holder - it's not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

## **Additional Information**

The post is part-time, 25 hours per week, with flexible hours to fit with organisational and site needs.

The post holder will be required to do weekend working. As a key member of staff the post holder will be required to work around scheduled events, particularly those connected with responsibilities of the post.

The post holder will act as a key holder and will have emergency planning responsibilities as designated in the Disaster Plan for each site.

## **Health and Safety**

The post holder is required to carry out the duties in accordance with Lakeland Arts Health and Safety policies and procedures.

## **Diversity**

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

## PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Minimum of one year of building management / caretaking / maintenance experience</li> <li>• Experience working with the public or in a visitor facing role</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding complex plant equipment and environmental controls within an arts and / or heritage environment</li> <li>• Experience stewarding public events</li> <li>• Car park management / traffic control</li> <li>• Experience of securely transporting cash</li> </ul>
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Awareness of, and the ability to use, IT equipment</li> <li>• Awareness of public health and safety, assessing risk and building user needs e.g. during events</li> </ul>	<ul style="list-style-type: none"> <li>• Active interest in heritage and arts</li> <li>• Interest in boats and boating</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Practical maintenance skills</li> <li>• Ability to prioritise and manage time to meet building user requirements</li> <li>• Ability to deal with unexpected situations</li> <li>• Ability to work on initiative and motivation</li> <li>• Ability to undertake regular physical moving and handling, lifting, carrying and bending (subject to DDA modification where necessary)</li> <li>• Working at height experience</li> <li>• Ability to manage usage / issue of and ordering of estate supplies</li> <li>• Excellent interpersonal and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to learn new information quickly</li> <li>• Willingness to develop new work-related skills</li> <li>• Quick thinker</li> </ul>
<b>Qualities</b>	
<ul style="list-style-type: none"> <li>• Hands on approach</li> <li>• Welcoming manner</li> <li>• Enthusiastic</li> <li>• Customer facing</li> <li>• Good time keeping</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive self-starter</li> </ul>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• Qualification / valid certification in a maintenance related field; such as electrician, heating engineer, plumber or other relevant background</li> </ul>	<ul style="list-style-type: none"> <li>• Certification or qualifications relating to customer service</li> <li>• PAL card / IPAF certificates</li> <li>• First Aid trained</li> </ul>

## HOW TO APPLY AND THE SELECTION PROCESS

Please complete an application form, which is available to download from the Lakeland Arts website [www.lakelandarts.org.uk/jobs](http://www.lakelandarts.org.uk/jobs) in Word and PDF formats. You may attach a letter but please don't send photographs. Sorry, but we don't accept CVs.

In completing your application, please tell us how you meet the essential qualification, experience, skills and qualities outlined in the Person Specification. We'll assess how you meet these criteria through the application form and assessment tasks. When completing your application please ensure you indicate your availability for work, in terms of both days and hours.

We'll let you know what to expect from the assessment day if you're shortlisted to come along.

### **Deadline for receipt of applications**

This vacancy closes 9am on Monday 14 January 2019. We won't be able to assess any forms received after this time.

Your completed application form should be returned by one of the following methods:

By email: Please email [jobs@lakelandarts.org.uk](mailto:jobs@lakelandarts.org.uk)

Our email servers aren't able to accept emails larger than 10MB.

By post: HR, Lakeland Arts, Blackwell, The Arts & Crafts House, Bowness-on-Windermere LA23 3JT

### **Acknowledgement of receipt**

All applications will be acknowledged when we receive them.

### **Interviews**

Interviews will be held w/c 21 January 2019.

If you would like to have an informal discussion about this job role, please don't hesitate to contact Helen Tappenden, HR Manager, on 015398 88055.