



RABY ESTATES

JOB DESCRIPTION

PROPERTY AND OPERATIONS ASSISTANT (Shropshire)

INTRODUCTION:

The Raby Estate comprises substantial landholdings and trading operations in Co Durham and Shropshire that are owned by Lord Barnard.

Raby Castle near Staindrop has been the home of the Vane family for generations and is open to visitors. Lord and Lady Barnard seek to develop the Castle and grounds so that it becomes one of the foremost visitor attractions in the North.

Raby Estate business operations include in-house farms, let farms and residential property, visitor attractions and sporting enterprises across 3 Estates in Co Durham and Shropshire.

The Raby Estate (Shropshire) comprises almost 6,500 acres of land lying between Shrewsbury and Telford. Much of The Wrekin lies within the Estate's eastern boundary. The Estate holds 15 let farms and 97 let residential properties. There is a 1,700 acre in hand farming operation and a small Estate Works team are employed to maintain the properties and cover general maintenance works. Woodland area is approximately 800 acres predominantly on or around the Wrekin itself.

The Estate is held in Trust (The Shropshire Settlement) and there are 2 funds within the Trust. The first is for the benefit of Lord Barnard and the second is for the benefit of his son, The Hon William Vane.

THE ROLE:

This is a new and exciting role created due to the realignment of all property interests at Raby under Lord Barnard and recent appointment of a Land Agent tasked with the management of the Shropshire Estate.

MAIN OBJECTIVE:

- To support the work of the Land Agent and other members of the team based on the Raby Shropshire Estate.
- To provide comprehensive property management and administrative support.
- To support delivery of the Raby digital property management, digital mapping and Estate business plan.

JOB REQUIREMENTS:

- Flexible approach to duties undertaken.
- Ability to work within a team or on own initiative as required.
- Effective communication and organisational skills.
- Honesty and a high level of integrity.
- Enthusiasm and capacity for hard work.
- Attention to detail.
- Systematic and cheerful approach with a 'can do' attitude.
- Leads themselves by taking responsibility, being positive and tackling challenges with enthusiasm.
- Experience, to have at least one year relevant experience.
- Works well with others by building positive relationships, working with integrity, being direct and straightforward whilst respecting and considering others.
- Works well in teams by building team spirit, delivering team goals and being flexible.
- Manages knowledge by researching new ideas and capturing new learning.
- Shares knowledge by communicating with focus, simplicity and clarity and is able to differentiate fact from opinion.
- Adapts to change by being able to deal with uncertainty, accepting new ideas and driving & communicating change.
- Plans and organises well by developing processes, setting standards and monitoring performance. In addition, being able to prioritise their own activities and time.
- Applies their expertise and skills by keeping up to date with their specialist knowledge and demonstrating business and financial awareness.
- Delivers results to a high standard whilst meeting financial targets and deadlines.

Hours: 37.5 hours per week, as per contract

Reports to: Land Agent

Liaising with: Members of the team in Shropshire and Durham.

KEY RESPONSIBILITIES:

Operational

- Comprehensive diary management for the Land Agent, including notification of events, scheduling meetings, managing diary clashes, ensuring enough time between meetings for travel etc.
- Provide support to the Land Agent with specific projects e.g. business and property development.
- Estate Office management and administration including telephone management, handling any enquiries and provision of reception cover.
- Liaison with other team members and activity associated with Estate Office interfaces including helping to control building stock and implementing operational governance as directed by Land Agent.

Property Portfolio

- Supporting the Land Agent in the management of all Raby let residential, commercial and agricultural property in Shropshire.
- Supporting the rent review process and collection of arrears.
- Enforcement of tenancy clauses.
- Handling ad hoc enquiries and general estate management issues as directed by the Land Agent.
- Management of Key Properties record the Estate property database.

- Management of deposits held under My Deposit Scheme.
- Taking responsibility for accompanying potential tenants to viewings of properties to ensure maximum impact, liaising and working with the maintenance and landscape team members to prepare properties for letting, issue housing documentation necessary to start the letting process, ensuring the letting process and documentation is completed in a timely and accurate manner.
- All filing and administration support to the above.
- Undertake digital mapping activity associated with any part of the Estate.
- Manage tenants throughout their tenure ensuring tenant satisfaction is constantly being improved and strive to provide excellent service.
- In support of the Land Agent to instruct and manage third party contractors to deliver reactive maintenance.
- Identify and assess opportunities to improve the service level to tenants, to add value across the Estate and put forward recommendations for approval by the Land Agent.
- Manage property compliance and reactive workstreams in conjunction with the Land Agent.

Agricultural

- Renew annual grazing licences, short term FBTs.

Financial

- Assisting with preparation of annual budgets for operational, property compliance and reactive maintenance works.
- Ensuring close financial control of these budgets.

General

- Contribute to the development and implementation of Raby's Health & Safety policy and to operate in accordance with the Raby Health & Safety Policy at all times.
- Any other duties as reasonably required by the Estate Manager or any other senior manager in the business from time to time.