



ESTATE OPERATIONS MANAGER

BACKGROUND AND PLACE OF WORK

Hatfield House and its surrounding parkland form a distinctive historic estate in Hertfordshire, within easy reach of Central London. The Estate brings together residential and commercial property, farming and forestry, development, tourism, leisure and hospitality. Hatfield Park welcomes members throughout the year, with the House, Park and Gardens open to the public seasonally. It is also an established setting for conferences, weddings, filming, major events and private celebrations.

SUMMARY OF THE ROLE

The Estate Operations Manager will play a central role in ensuring that Hatfield Park's visitor operation is safe, well-presented, efficient and ready to support growth. Working closely with colleagues across the wider Estate, including Property, Park and Gardens, this role will oversee the day-to-day operational foundations that enable a high-quality visitor experience while supporting conferences and events, major events, filming and other commercial activity.

OBJECTIVES, DUTIES AND RESPONSIBILITIES

Security and Access Management

- Oversee the Estate's security provision, including contractor management and coordination of estate-wide security, House security and Station Lodge security.
- Ensure security colleagues and contractors are properly inducted, trained, briefed and supported with accurate training records.
- Manage access control arrangements, maintaining appropriate permissions, system integrity and clear processes for staff, contractors and authorised visitors.
- Administer the Friends of Hatfield Park scheme, including member approvals, renewals and removals.
- Monitor performance against agreed standards and identify practical improvements to security and access arrangements.
- Contract management of security systems including CCTV and access management.
- Management of electric car chargers.

Job title: Estate Operations Manager

Location: Hatfield Park, Hertfordshire

Contract: Permanent

Hours: Monday to Friday, 9am to 5:30pm, with weekends/evenings as required

Reporting to: Director of Visitor Operations

Start date: TBC

Cleaning and Site Presentation

- Lead the cleaning operation to ensure consistently high standards across public, operational and back-of-house areas.
- Plan cleaning schedules around visitor demand, events, seasonal pressures and operational requirements.
- Produce clear briefing packs and operating instructions so that teams understand daily priorities and standards.
- Review cleaning and waste management processes with a focus on efficiency, presentation and environmental impact including contract management.

Compliance and Health and Safety

- Ensure visitor operations are delivered in line with relevant Health and Safety policies, procedures and estate manuals.
- Maintain robust arrangements for fire safety, evacuation procedures, adverse weather processes and staff training requirements.
- Keep operational manuals current, accessible and actively used by the teams who rely on them.
- Maintain audit-ready records and promote a proactive, risk-aware approach across the visitor operation.

Infrastructure and Estate Environment

- Manage visitor car parking arrangements, supporting safe access, efficient traffic flow and a positive arrival experience.
- Work with the Property team on signage, wayfinding and visitor infrastructure, ensuring information is clear, consistent and in keeping with Hatfield design standards.
- Coordinate planned maintenance and project works that affect visitor areas, working to minimise disruption and maintain service standards.
- Liaise with Park and Gardens colleagues on works affecting public access, visitor routes and operational delivery.

Project and Operational Coordination

- Lead operational planning for estate-based projects that affect the visitor environment.
- Work closely with the Visitor Experience Manager to align programming, site readiness and operational capacity.
- Develop practical operating plans for seasonal pressures, major events, filming and changes to the visitor offer.
- Identify opportunities to improve operational efficiency while maintaining a safe, welcoming and well-presented environment.

Team Management

- Manage and coordinate cleaning colleagues, security contractors and evening/nightwatch teams.
- Set clear expectations, monitor performance and ensure teams are properly trained, briefed and equipped.
- Build positive working relationships with internal teams and external partners to support joined-up estate operations.



ESSENTIAL SKILLS AND EXPERIENCE

- Experience in estate, facilities, operations or visitor attraction management.
- Good working knowledge of Health and Safety, compliance and risk management in an operational environment.
- Experience managing contractors, suppliers or multi-disciplinary teams.
- Strong organisational skills, with the ability to balance daily operational needs with longer-term projects.
- A practical, calm and solutions-focused approach, with high attention to detail.
- Confident communication skills and the ability to work effectively with colleagues across a complex estate.

DESIRABLE SKILLS AND EXPERIENCE

- IOSH, NEBOSH or equivalent Health and Safety qualification.
- Experience in a heritage, country estate, visitor attraction or public-facing environment.
- Experience supporting events, filming, seasonal visitor operations or site-based projects.

DISCRETIONARY BENEFITS

- Private medical insurance, with the option to add family members (the latter is at the employee's cost).
- Life cover, at 2x salary.
- Workplace Pension Scheme via salary exchange (5% employee contributions, 3% employer contributions).
- Cycle to Work Scheme.
- Electric Car Scheme.
- Spark – Employee Assistance Programme, mental health support and virtual GP appointments, available 24/7.
- 25 days holiday each year, plus bank holidays, with the option to purchase up to 3 additional days each year.
- Additional holiday days offered at long-service milestones – 5/10/15/20/25 years' service.
- Season ticket loans (interest-free).
- Eye test reimbursement up to £40.
- Programme of wellbeing events and offerings throughout the year.
- Staff recognition programme.
- Charity policy with a paid leave day for volunteering.
- Complimentary or discounted event tickets, including tickets for other Treasure Houses.
- Telus Health One (formerly 'LifeWorks') – discounts for shops, restaurants, cinemas etc.
- Free visits to Hatfield Park with up to 3 guests (this is available to staff outside of their normal working hours, as long as the Park is open to the public).
- Retail discounts in Stable Yard shops, within the grounds of Hatfield Park (including 50% discount at The Coach House Kitchen and 10% discount at The Oak House, amongst others).



HOW TO APPLY

To apply, please send your CV and covering letter by email to David Tod at d.tod@hatfieldpark.co.uk.

Closing date: Tuesday 1st September.

Interviews will be held from Thursday 3rd September.

PRIVACY NOTICE

Please visit <https://www.hatfield-house.co.uk/privacy-notice/> to read our Privacy Notice on how we process the personal information you supply with your application.

