HATFIELD PARK



HEAD OF PROPERTY

Job title: Head of Property

Location: Hatfield Park, Hertfordshire

Contract: Permanent

Core Hours: Monday to Friday, 9:00am - 5:30pm, with weekends and evenings as required

Reporting to: Hatfield Park Estate Director

Team: Property - Member of the Hatfield Estate Management Team (EMT)

Direct reports: Three

Start date: TBC

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 visitors 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.

The Hatfield property portfolio is diverse, comprising approximately 300 residential and commercial properties with a range of tenancies. The portfolio includes a number of historically significant buildings including Hatfield House and the Old Palace. Property is one of the Estate's key revenue drivers, alongside Strategic Land and Leisure, and is central to the Estate's 10-year business plan.

SUMMARY OF THE ROLE

The Head of Property will lead the Hatfield property function, maximising income and value from the portfolio while keeping every building safe, compliant and well maintained. Reporting to the Estate Director and sitting on the Estate Management Team (EMT), the role leads a team of three and a network of agents, advisers and contractors.

The candidate will drive gross-to-net performance across commercial and residential portfolios, deliver lettings and disposals, oversee building and heritage projects, and own statutory compliance and facilities management. They will work closely with colleagues within Hatfield Park to support joined-up estate operations and the execution of the annual business plan and budget.

OBJECTIVES, DUTIES AND RESPONSIBILITIES

Property Operations

- Set and report on portfolio performance measures, with a focus on improving gross-to-net income
- Own and maintain the Property Operations dashboard, providing monthly updates to the Estate Director and quarterly portfolio reviews with the team

- Lead monthly compliance meetings with the Estate's maintenance contractor and track actions through to completion
- Prepare the quarterly Health and Safety report to the Board for the property portfolio
- Maintain EPC schedules and plan works to meet current and future Minimum Energy Efficiency Standards
- Pursue the use of technology and innovative solutions to achieve gross-to-net improvements and simplicity of operation

Commercial Property

- Lead new lettings, rent reviews and lease renewals, instructing and managing letting agents and solicitors
- Curate an occupier mix that supports vibrant places, including Salisbury Square and Old Hatfield, integrated with Hatfield Park
- Manage arrears, business rates (with rating advisers) and service charges, including block management through managing agents
- Oversee repairs, compliance and contractor management across commercial buildings
- Build collaborative, fair and commercial relationships with occupiers

Residential Property

- Oversee residential lettings, renewals, repairs, arrears and council tax, delivered through a direct report and letting agents
- Ensure full compliance with residential lettings legislation, including gas, electrical and fire safety requirements
- Set service standards for repairs and tenant communication, and monitor contractor and agent performance

Long Leasehold

- Manage the Estate's freehold interest in its long leasehold estates
- Oversee managing agents, consents, ground rents and estate service charges, protecting the Estate's interests and reputation

Disposals

- Maintain the disposals tracker and deliver sales in line with the Hatfield long-term business plan
- Negotiate sales and manage selling agents, planning matters and conveyancing with the Estate's solicitors

Projects, Repairs and Maintenance

- Lead property projects from feasibility to completion
- Prepare for and lead the Hatfield House roof replacement project in 2028
- Oversee the handover and early operation of new schemes, including snagging, service charge set-up and lettings
- Develop a commercial property strategy that grows long-term income
- Through the building surveyor, oversee general repairs, refurbishments, external decoration and ongoing maintenance of the let residential portfolio







- Oversee a planned maintenance programme for heritage buildings, including Hatfield House, the Old Palace and Riding School, working with specialist conservation advisers
- Ensure capital and repair budgets are planned, prioritised and delivered on time and to budget

Facilities Management

- Ensure statutory and safety compliance across the Estate's operational buildings, including legionella, fire alarms, fire doors, fire suppression, lifts and intruder alarms
- Ensure fire and health and safety risk assessments are current and that actions are closed out, including Fire Plans for Hatfield House, the Old Palace and the Estate Office
- Manage grounds maintenance, cleaning and refuse contracts across property sites
- Maintain audit-ready compliance records

Finance, Insurance and Valuations

- Prepare and manage the property budget, forecasts and capital plans with the Finance team
- Oversee utilities, meter readings and recharges of utilities, insurance and water to occupiers
- Manage buildings insurance, including reinstatement valuations and claims, and the Group fleet insurance
- Commission and review asset valuations

Community and Stakeholders

- Represent the Estate with community groups, residents' associations and local authorities on property matters, including the Old Hatfield Residents' Association

Leadership and Team Management

- Lead and develop a team of three direct reports, plus a placement student, through regular one-to-ones, weekly team meetings and clear, SMART objectives
- Contribute to the EMT, shaping estate-wide strategy, budgets and the long-term profitability of the property portfolio
- Delegate effectively so that day-to-day operational work sits at the right level and the role can focus on income, value and strategy
- Foster a positive, engaged, happy team culture, with high standards of safety and sustainability
- Manage external agents, advisers and contractors against clear service standards and value for money

ESSENTIAL SKILLS AND EXPERIENCE

- MRICS chartered surveyor, or equivalent professional qualification and experience













- Senior experience managing a mixed commercial and residential property portfolio, with a track record of growing income and leading a team
- Strong knowledge of landlord and tenant law, lease negotiation, rent reviews and residential lettings legislation
- Experience of managing property projects and capital works from feasibility to completion
- Sound working knowledge of statutory compliance, health and safety and fire safety in occupied buildings
- Strong financial skills, including budgets, forecasts and income analysis
- A commercial, fair and solutions-focused approach, with confident communication and relationship skills

DESIRABLE SKILLS AND EXPERIENCE

- Experience on a landed, heritage or country estate, including listed buildings
- Experience of placemaking, tenant mix and town-centre or mixed-use retail
- Experience of property disposals and working with planning consultants
- IOSH, NEBOSH or equivalent health and safety qualification
- Knowledge of energy efficiency, EPC and sustainability improvements in older buildings

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 (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 Carolyn Ormerod: c.ormerod@gascoyne.org

Closing date: 1st December 2026

Interviews will be held from: TBC

PRIVACY NOTICE

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









