# JOB DESCRIPTION

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| **Job Title:**  | **Housekeeper / Relief Housekeeper** |
| **Department:**  | **Operations** |
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**Essential Function – Job Summary**

You will be responsible for cleaning and preparing a unique historic building that is let for short holidays. Changeover days are normally Mondays and Fridays and work is to be undertaken between 10.00 and 16.00. Your contract will show the number of hours the work is likely to take at your particular building. A Relief Housekeeper will either be allocated to cover for housekeeping duties at one building or may cover several buildings.

**Relationships**

Our Housekeepers report to the Regional Property Manager and also work closely with the Properties Assistant(s).

**Key Accountabilities**

You’ll make sure that the property is thoroughly cleaned and prepared ready for your guests to arrive. Paying attention to detail, you’ll check the building has the correct inventory and report any maintenance issues to your Regional Property Manager. You will manage the supply and quality of linen and have responsibility for ensuring that fire and safety checks are carried out. You will be required to ensure a welcome tray including fresh milk is prepared as well as keeping cleaning supplies stocked. Where there are no consecutive bookings, you may be asked to check and refresh the building. You may also be asked to be the first point of contact for our guests. You will care for the property as if it were your own to ensure that our guests have the best possible experience.

**Skills**

General cleaning and experience in physical, practical tasks is an advantage; however attention to detail and commitment to customer care are essential in this Housekeeping role. You will be self-motivated, with an enthusiastic attitude and willingness to work in an historic building.

**Education**

No formal educational qualifications are required.

**Minimum Work Experience**

Experience of housekeeping, cleaning or working in a customer focused role is desirable

**Person Specification**

| **Requirement** | **Essential** | **Desirable** |
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| Education, training and qualifications |   |  |
| Skills and knowledge | Customer focussed |   |
| Experience | Good housekeeping standards | Cleaning experience  |
| Personal attributes | Polite and friendly with a positive attitude |   |
| Skills and abilities | Self-motivated and organised |   |
| Other special requirementsTravel, hours worked, languages | Telephone and / or e-mail access is required | Own transport is beneficial |