



JOB DESCRIPTION

Job Title: Housekeeper /Relief Housekeeper

Department: Operations

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 typically cover for housekeeping duties at various properties.

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
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 requirements Travel, hours worked, languages	Telephone and / or e-mail access is required	Own transport is beneficial

Hourly rate

The hourly rate for Housekeepers is £9.84 per hour. In addition, expenses and mileage are paid in line with our policy.