

JOB DESCRIPTION – Housekeeping Assistant

Title: Housekeeping Assistant-Both Part Time and Full Time Positions Available

Reports to: Head Housekeeper – Deepak Moore
Assistant Head Housekeeper- Abby Clark

Based at: Hever Castle, Nr Edenbridge, Kent, TN8 7NG

Job Purpose:

You will be required to assist in carrying out all cleaning and housekeeping activities within the Astor Wing, Estate Office, Medley Court and Castle.

The Housekeeping team play a critical role in making sure our guests are wowed when they walk into one of our fabulous rooms.

Key Responsibilities and Accountabilities:

Specifically, you will be responsible for performing the following tasks to the highest standards:

- Carrying out all cleaning and housekeeping activities within the Astor Wing, Anne Boleyn Wing, Medley Court, Castle and Estate Office to a high standard.
- Responsible for cleaning guest bedrooms and bathrooms, replenishing amenities to deliver an excellent guest experience whilst managing guest requests in a timely manner.
- Change and replenish bed linen, towels, and guest amenities in line with Hever Castles guidelines.
- To support with the turn down service where necessary.
- To be available and assist in the checking in of guests (where required) and assist with luggage to the Astor Wing, Anne Boleyn Wing and Medley Court.
- Undertake regular deep cleaning tasks.
- Vacuum Rooms and Corridors and spot clean
- Maintain and restock the housekeeping trolleys daily.
- To ensure the laundry store cupboards are kept tidy and stocked up.
- To clean the Estate Office where directed.
- Report any maintenance issues and any missing/broken items to the Housekeeping Supervisor to create an uninterrupted stay for the Guest.
- To assist any guests where necessary.
- Comply with security, fire regulations and health and safety legislation.
- Carry out lost property procedures.
- Assist other departments where necessary and maintain good working relationships.
- To assist alongside a team of Castle Cleaners in cleaning and maintaining a high standard of cleanliness in The Castle.
- To attend the COSHH in house training programs and develop an understanding and knowledge of the products used across the Estate.
- Undertake any other reasonable duties as required by the Head Housekeeper, Assistant Head Housekeeper or Assistant House Manager.

What We Are Looking For:

- Positive attitude
- Honest and Trustworthy
- Good communication skills
- Ability to work on their own or in a team
- Have a keen eye for detail and be highly organised
- Be able to demonstrate excellent attention to detail and customer service skills
- Excellent grooming standards
- Flexible and Reliable
- Current housekeeping experience in a similar environment advantageous but not essential.
- Can communicate with a basic level of English.
- All applications must be eligible to live and work in the UK.

Cleaning Rooms can be physically demanding, but you will be surrounded by a Supportive Team.

Hours of Work:

You will be required to work such hours as are reasonably necessary to perform your duties to include weekends, however a high degree of flexibility to fit around you with a range of hours on offer. Shift times vary from 08.00 & 10am starts to 14.00-16.00 finishes

Weekend and Bank Holiday days will be part of your normal working routine.

Housekeeping Rate:

The housekeeping rate: from £8.91 per hour

Start Date:

ASAP

To Apply:

Please send your CV to: Nicola at nferguson@hevercastle.co.uk