

Job Description – Housekeeping Assistant

Title: Housekeeping Assistant- Part Time Positions Available

Reports to: Head Housekeeper – Deepak Moore
Assistant Head Housekeeper- Michaela Mackevitt

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.
- 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 / Assistant House Manager.

What are we 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 - 10:00 starts to 14:00 – 16:00 finishes.

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

Housekeeping Rate

Available upon application

Start Date

ASAP

Next step

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