

Job Description

Assistant House Manager (Hope Scott Wing)

Job Title:	Assistant House Manager - maternity cover
Location:	The Abbotsford Trust, Melrose
Reporting to:	Visitor Services Manager
Responsible for:	Hope Scott Wing operations & Housekeeping team
Hours:	25 hours per week, to be worked flexibly in line with service needs
Rate:	£17,765 pa (pro rata for 25 hours £12,689 pa) fixed term contract 12 months

Context

Abbotsford was designed and built by Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia, and was first opened to the public in 1833, five months after his death. After the death of his last direct descendent in residence, Dame Jean Maxwell-Scott, in 2004, The Abbotsford Trust was created to preserve, protect and promote not only the house, but also the life and works of Sir Walter. In 2013 Abbotsford had a £11.24 million restoration, with £4.85 million granted by the Heritage Lottery Fund and a further £3.95 million granted by the Scottish Government, Scottish Borders Council, Historic Scotland and Scottish Enterprise.

The Hope Scott Wing has been extensively refurbished to provide 5 star self-catered accommodation. Retaining the intimacy and integrity of what was the private home of Scott, his grand-daughter Charlotte Hope Scott and her descendants, while introducing all the essentials of modern-day comfort. Our aim is to offer guests a real sense of what it would have felt like to be a valued guest in Scott's own home and to keep his family's legacy alive. We aim to offer a range of packages created around each guest's requirements.

Living on site, or very close to Abbotsford, the Assistant House Manager is responsible for ensuring the delivery of a high quality service to guests, including all aspects of housekeeping, guest services and security.

Job Purpose

- To oversee the running and operational responsibility of the Hope Scott Wing
- Provide guests with the highest standard of customer service before and during their stay
- Drive the performance of the Hope Scott Wing through an agreed strategy
- To manage the delivery of the housekeeping services within the Hope Scott Wing and estate
- To be responsible for areas of facilities management, security and health & safety across the site
- As a member of the Abbotsford team undertake other delegated tasks (to be determined in line with skills and abilities of the post holder)

Key Responsibilities

Resource Management

- Ensure that expenditure is managed within the budget set
- Create reports for Executive Board meetings
- Maximise revenue by monitoring occupancy and setting rates/special offers/creating packages and upselling
- Responsible for strict stock management, maintenance, repairs & replenishment of housekeeping equipment, consumables, bed linen, bathroom supplies etc.
- Manage day to day contractor arrangements, in particular laundry contracts and supplier contracts for housekeeping materials etc.
- Maintain accurate and accessible manual and computerised information relating to all areas of own responsibility (eg supplier information, orders, PAT testing, financial information, correspondence)
- Recruitment of housekeeping team, working with the Visitor Services Manager and the Finance & Administration Manager in relation to HR requirements

Hospitality and Housekeeping

- Liaise with guests prior to arrival in order to establish specific requirements in relation to housekeeping and other hospitality services (e.g. upselling housekeeping and catering packages and & agreeing room set up requirements) and ensure these are provided efficiently and in a timely manner
- Coordinate an efficient working rota for the house keeping team in order to ensure guest change over days and additional housekeeping services are delivered cost effectively, swiftly and to a high standard
- Ensure the cleanliness and preparation of all rooms and associated areas prior to guest arrival, to a high standard
- Supervise and line manage the house keeping team, including work allocation, on the job coaching and training and performance management
- Work with marketing team to set up feedback opportunities (e.g. questionnaires, trip advisor) and use data collated to constantly improve the provision

Security, Health, Hygiene & Safety

- Responsible for personally undertaking routine inspections of collection items in Hope Scott wing & elements of facilities management
- Responsible for day to day security within the Hope Scott wing (access, key holding, lock up, alarms) either personally, or through ensuring cover arrangements put in place in liaison with senior management team
- Dealing with weekend, evening and night time problems (eg if plumbing problems, call out contractors), both within the main house and the Visitor Centre as part of the on-call team
- Ensure the hotel services and COSHH related health & safety regulations are adhered to at all times and that own staff team understand the requirements, and liaise as delegated with relevant authorities (eg fire, hygiene)
- Ensure fire evacuation plans are in place and maintained
- Act as Duty Manager on site on a rotational bases

Communications and Working Relationships

- Provide an excellent, friendly and professional customer service to all guests and potential guests and handle any complaints sensitively and efficiently, ensuring that a written record is kept
- Grow and develop business relations with new and existing partners and influencers
- Develop and maintain collaborative and constructive working relationships with Abbotsford staff, volunteers & Trustees
- Develop and maintain constructive working relationships with, contractors, suppliers and any regulatory or statutory bodies for inspection or other purposes
- Act as an ambassador for the Abbotsford Trust at all times

Person Specification

(e) Essential (d) Desirable

Knowledge

- Knowledge of and ideally level 3 qualification in a relevant field (eg facilities, domestic services, hospitality, hotel services) (d)
- Awareness of health and safety legislation/standards and practice within a relevant field (d)
- Experience with technology, basic domestic services maintenance (d)
- Excellent understanding of the principles of good customer service (e)
- Understanding of the Hospitality and Tourism industry in Scotland and how it relates to this role (d)

Experience

- Experience of working with and interacting with the public (e)
- Experience or understanding of managing and maintain a booking system (d)
- Ideally previous experience of supervising or managing a small staff team (d)
- Experience of stock management, purchasing and supplier relationships and ensuring expenditure is within agreed budgets (d)
- Delivering and maintaining 5star standards in a customer focused environment (e)

Skills and Abilities

- Ability to take proactive customer service decisions, ensuring that risks are managed and best practice maintained (e)
- Excellent interpersonal skills and the ability to provide excellent customer service to a wide variety of guests, as well as develop good relations with suppliers and contractors (e)
- Good planning and time management skills (e)
- Good team working approach and ability to work supportively and collaboratively with a wide range of colleagues (e)
- Good level of literacy for correspondence (e)
- Good level of numeracy for managing budgets/stock management (e)
- Ability to work flexibly and to quickly adapt to changing work situations and to creatively solve problems as they arise (e)

Personal Qualities and Requirements

- Strong interest in and commitment to The Abbotsford Trust's mission, vision and values (e)
- Commitment to valuing equality and diversity with understanding of how it might apply to own role (e)
- Ability to live on site or locally to provide on call cover (e)
- A flexible approach to working hours in line with the demands of the job (e)
- A natural sales person with ability to approach and explore new sales channels (e)