

Role: Visitor Services Assistant - Housekeeping	Business Function: North East
Reports to: Visitor Services Manager	Pay Band/Starting Salary: Grade 2 Lower, £24,960 pro-rata, per annum
Location: Castle Fraser	Type of Contract: 20 hours per week, permanent
One full day on Fridays, with at least one half day on weekends. Flexibility available on start/finish times and working days for remainder of the 20 hours.	

JOB PURPOSE

To maximise visitor enjoyment by providing an efficient and accurate service, and high standards in housekeeping based on the needs of the property.

Castle Fraser

Castle Fraser is situated in the foothills of the Grampian Mountains. Only 3 miles from the village of Kemnay the estate is set in the rolling farmland of Aberdeenshire with mixed forestry plantations nearby. The history of the Fraser family goes back to the 15th century with parts of the Castle itself date back to 1576.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

The Housekeeper is responsible for a wide variety of housekeeping duties in connection with the well-being and care of the holiday accommodation and visitor facilities at Castle Fraser (as per the Trust's Housekeeping Procedures Manual), including the following:

- Maintain stock-levels of housekeeping consumables and janitorial supplies.
- Routinely clean and look after the holiday accommodation and will involve but is not limited to:
 - vacuuming, sweeping, mopping, polishing of floors
 - dusting/polishing of surfaces and fittings such as furniture, ornaments, panelling, stairs, and doors
 - dusting/wiping of sills, skirtings, door, and window frames
 - cleaning of windows
 - cleaning of lavatories, sinks, etc
 - changing of bed linen and towels, and making of beds
 - cleaning of bathroom/toilet areas and fittings
 - cleaning of kitchen areas and equipment
 - checking functionality of lighting, heating, TV/radio etc
 - replenishing of welcome/hospitality trays, and consumables
 - cleaning and providing clean laundry for each occupancy
 - disposal of general household waste
- To be first point of contact in case of queries or questions from clients regarding the holiday property and to provide additional service or help when requested.
- Assist with the administration of any repair works.
- Monitor the condition of furniture - reporting any loss or damage to the Visitor Services Manager
- Undertake any administration required in support of housekeeping, including (but not limited to): planning regimes for routine and in-depth cleaning; stock control and ordering of recommended cleaning consumables/janitorial supplies; recording work undertaken.
- Deliver excellent customer care to foster a friendly and inviting atmosphere for visitors.

- Share in the common responsibility of working in a manner mindful of the Trust's obligations to minimise impact on the environment, through e.g. efficient use of water/heat/light, recycling and the disposal of waste, and considered use of transport.
- In accordance with the property's procedures, share in the common responsibility for the safe evacuation or management of colleagues and visitors in the event of a fire or security alert or alarm. This includes weekly fire alarm checks whilst cleaning and keeping a record of the checks.

The current duties of this job do not require a criminal record (Disclosure Scotland) check to be carried out.

Essential:

- Personal commitment to high standards of cleanliness
- Reliable with a flexible approach to working schedule, i.e. requirement to work some weekends
- Personal commitment to excellence in customer care
- Attentive to detail with an eye for presentation and finish
- Must have a genuine understanding of, and belief in, the work of the National Trust for Scotland
- This is a physical job, which will normally include use of vacuum cleaners and other cleaning tools and products as well as lifting and carrying objects.
- Excellent interpersonal skills, with an ability to get along with a wide range of people.
- UK driving licence.

Desirable

- Knowledge of the geographical location.
- Previous housekeeping experience of holiday accommodation

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities

Applications

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"