

Role: Visitor Services Assistant - Housekeeping	Region / Department: South & West
Reports to: Facilities Manager	Pay Band: Grade 2 Lower, £24,960 per annum, £12 per hour.
Location: Brodick Castle	Type of Contract: Permanent, 40 hours per week, variable shift pattern.
Cost Centre: 3BRO	Activity Code: PMZ
Application closing date: Sunday 9 th February	
Rental accommodation <i>may</i> be available on site.	

JOB PURPOSE

The main purpose of this role is to clean and maintain standards in the holiday accommodation situated at Brodick Castle. The post holder will provide an efficient, reliable service and high standards in housekeeping based on the needs of the property. Areas will also include but are not limited to; holiday accommodation, visitor restrooms, café' and castle, ensuring that these areas are cleaned and maintained to the highest standards, to make the property the best possible place to visit and work.

Occasional evening work may be required as well as supporting other departments on site depending on operational need at the time.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The post holder is responsible for always providing a consistently high standard for visitor care which includes a wide variety of housekeeping duties in connection with the well-being and care of the property. Besides the focus on the area housekeeping the role supports other areas such as admissions, catering, retail, functions and events etc. in response to the needs to the business.

- Changeovers in the holiday accommodations.
- General cleaning of surfaces (e.g. windowsills, skirting boards and doors) and the vacuuming/cleaning of floors as appropriate and cleaning of the public areas, offices, meeting room, retail, café areas, public and staff toilets and entrances to the Museum and other areas as required.
- General maintenance, include things like replacing bulbs, function and event set ups, small DIY repairs.
- Contribute to major deep cleaning tasks during certain periods of the years.
- Empty and clean bins and remove waste to designated area, including the separation of waste, i.e. recycling, and any other duties which are in line with our green policies.
- To use cleaning materials appropriately, as instructed and economically; to inform Line Manager when stocks are low.
- To ensure that tools and equipment are in good working order, reporting any faults to Line Manager.
- Reporting losses/breakages, wear and tear and repairs required immediately to your line manager.
- Wearing correct uniform, name badges, or PPE as required.
- Follow Trust policy regarding Health and Safety, Environmental Sustainability, and Collections Care;

- Report to Line Manager any defects seen which are likely to affect public experience and security.
- Only use approved cleaning materials and in accordance with manufacturers printed instructions and COSHH regulations. Chemicals should never be mixed with other chemicals.
- Ensure Safe Systems of Work and guidelines are implemented effectively within the role.
- The postholder is required to attend the Trust's training programs to maintain and improve on their technical skills.
- Deliver excellent customer care (internal and external) to foster a friendly and inviting atmosphere for visitors, staff and volunteers.
- Working in harmony with other departments; visitor services, events, gardening, maintenance and site repair employees/contractors.

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

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal educational qualification required.
- Current, clean driving license is required.

Skills, Experience & Knowledge

Essential

- Sound previous housekeeping experience including:
 - cleaning and presentation of areas open to the public
 - Evidence of taking action to identify health and safety issues, required repairs, damage etc.
- Personal commitment to high standards of cleanliness
- Personal commitment to excellence in customer care
- Flexible, helpful outlook to customers and colleagues
- Attentive to detail with an eye for presentation and finish
- Ensure that all activities undertaken are compliant with the Trust's health and safety policies
- Excellent interpersonal skills, with an ability to get along with a wide range of people
- This is a physical job, which will normally include use of vacuums, mop and bucket, lifting, fetching and carrying laundry and objects
- Working flexibly in response to the needs to the business, including evening/weekend work and lone working
- An understanding and commitment to the aims and objectives of the National Trust for Scotland
- Living the values of the National Trust for Scotland and encourage colleagues to do the same
 - The ability and willingness to understand others' perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
 - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
 - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
 - A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.

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.

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, by Sunday 9th February 2025. 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