

Role: Visitor Services Assistant –Housekeeper	Business Function: North East
Reports to: Visitor Services Manager	Pay Band/Starting Salary: Grade 2 Lower £12.60 per hour
Location: Pitmedden Garden	Type of Contract: Flexible contract size from 4 – 8 hours per week, additional hours available in school holidays. Fixed term until 19/12/25. Days range Monday - Sunday
Variable weekly hour's available which will include regular weekend duties and possible occasional evening working.	

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.

PITMEDDEN GARDEN

Pitmedden Garden is a popular visitor attraction for tourists and locals alike.

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 Pitmedden Garden (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
- Monitor the condition of furniture - reporting any loss or damage to the Visitor Services Manager
- Ensure Safe Systems of Work is implemented effectively within function and with external contractors.
- Deliver excellent customer.
- 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:

- Sound previous housekeeping experience including:
 - cleaning and presentation of areas open to the public or let for (holiday-) rental
 - stocking/ordering housekeeping/janitorial supplies
- Personal commitment to high standards of cleanliness
- Reliable with a flexible approach to working schedule, i.e. requirement to work 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.
- UK driving licence.

Desirable

- Knowledge of the geographical location.

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 by Sunday 6th April 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, "VSA Housekeeper - Pitmedden"