

# R A B Y

## HOUSEKEEPER ROLE SPECIFICATION

<b>Job Title:</b>	Housekeeper
<b>Responsible to:</b>	General Manager – High Force Hotel
<b>Department:</b>	Leisure and Tourism
<b>Location:</b>	High Force Hotel and Waterfall

### **Purpose of Job**

We have a great opportunity at the High Force Hotel for a housekeeper who has impeccable standards and attention to detail. You will be responsible for the general housekeeping duties across the business and lead the bedroom service element and public areas to the highest of standards.

You will have impeccable standards and attention to detail with a positive attitude and ability to work under pressure. A genuine personality with enthusiasm and ambition.

### **Key Tasks and Responsibilities**

- Ground floor and public spaces cleaning
- Assisting guests with queries or questions
- Bedroom housekeeping servicing and room cleaning
- Responsible for linen and laundry counts and controls
- Responsible for ordering and stock control of in room products and cleaning materials
- Responsible for maintaining standards to the set and agreed specification
- Supporting junior members of the team with housekeeping tasks
- Able to respond to changing situations and support areas of the business where required
- Improving guest satisfaction and encouraging positive reviews

### **Key Performance Indicators - measured through 121's & PDR's**

- Contribute to the core team at High Force with ideas and initiatives that will assist with driving the business forward.
- Adhere to, and exceed existing housekeeping operating processes and procedures with a view to always be striving for further improvement

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## **Skills Required:**

- Excellent attention to detail with impeccable standards of housekeeping principles.
- A professional attitude is essential as are high standards of cleanliness and presentation.
- Previous similar experience would be a strong advantage but it's not crucial, you will enjoy working with the wider team and offer support to colleagues where required.
- Usually starting work at 7am and finishing when the work is done, but typically between 1pm – 3pm.
- At quieter times, you will assist with kitchen cleaning or slot into a more general role across the business to ensure all areas are covered and operating productively.
- Communication skills will be important, you will need to be able to follow daily housekeeping reports on business demand and action requests made by our guests staying at the hotel.
- Reporting defects and maintenance issues promptly to ensure that the guest experience is not compromised.
- You will work closely with other staff and be able to be flexible, versatile, and adaptable to fast changing and varied situations as well as the many different elements and functions of the Raby Estate.
- Much of your time will be working alone and using your own initiative.

## **Knowledge/Experience:**

- Working in a similar role advantageous but not essential.