

R A B Y

Housekeeping Assistant Job Description

Location:	High Force Hotel
Department:	Housekeeping
Report to:	General Manager, High Force Hotel
Employment Basis:	Permanent - Part Time
Hours:	30 hours per week

Job details

Nestled in the North Pennines, just a few miles west of Middleton in Teesdale, High Force Hotel is a country retreat for our guests and visitors. Part of the Raby Estate, our hotel has become well known for quality and good service. We have 11 guest bedrooms, a restaurant, bar and well-known, iconic visitor attraction, that is High Force Waterfall.

We are looking for a Housekeeper to join our team. The successful candidate will oversee responsibility for the cleanliness of the hotel, delivering impeccable standards throughout and ensuring that all housekeeping functions are met. You will be part of a wider hotel team and expected to assist in other areas should this be required.

What you'll be doing

Here at High Force, we pride ourselves in our service standards, you will assist us with this commitment by:

- Cleaning guest bedrooms to the agreed standard and taking pride in making our guest experience perfect every time.
- You will assist us in keeping all of our guest and customer facing areas pristine and welcoming so that our guest go away with a memorable experience.
- You will be friendly and have a detail-oriented approach to tasks.
- You will remain calm under pressure and have a desire to exceed the expectations of our guests.
- You will work collaboratively and contribute effectively to a positive and efficient work environment.
- You will promptly report any defects or maintenance issues.
- You will follow all health and safety procedures and operate within the COSHH guidelines.
- You will oversee the control of linen stocks and assist with minimising associated costs.
- You will oversee the control of room consumables such as amenities and other in-room items.
- You will have the desire to integrate into a wider hotel team and offer support throughout, being flexible and adaptable into other areas if required.