

<b>Role:</b> Visitor Services Assistant - Housekeeping	<b>Business:</b> Highlands & Islands
<b>Reports to:</b> Housekeeping & Holiday Let Supervisor	<b>Pay Band/Starting Salary:</b> Grade 2 Lower, £24,960 pro-rata, per annum
<b>Location:</b> Brodie Castle, Brodie, Forres, IV36 2TE	<b>Type of Contract:</b> Permanent, part-time 20 hours per week. Regular Fridays and Saturdays required but work pattern varies
<b>Application closing date:</b> Sunday <sup>th</sup> August 2024	

### **PURPOSE OF THE ROLE**

To maximise visitor enjoyment of Brodie Castle, the Laird's Wing and holiday cottages by delivering the highest standards of housekeeping, holiday-let servicing, and customer care.

### **Background**

Brodie Castle and Estate is situated in the parish of Dyke and Moy, Morayshire. The castle has been in the care of the National Trust for Scotland since 1979 and opened its doors to the public for the first time in 1980. The estate comprises Brodie Castle – which dates from 1567 – and its policies, which include a walled garden, parkland, driveways, a formal avenue and extensive plantations. Brodie Castle is further enhanced by the impressive interiors and collections it contains. Within Brodie Castle there are historic interiors of exceptional quality, which contain fine plaster ceilings and collections of international significance.

The post-holder is responsible, with the support of the Housekeeping and Holiday – Let Supervisor for delivering the highest standards of housekeeping and holiday-let servicing and customer care.

### **KEY RESPONSIBILITIES**

The Key Purposes of the post will be met by ensuring all facilities and holiday lets are cleaned and presented by the highest possible standard.

#### **General Housekeeping:**

Undertaking the routine cleaning and housekeeping of domestic and display areas of the property, including but not limited to:

- Vacuuming, sweeping, polishing of floors
- Dusting/polishing of fittings such as panelling, stairs, and doors
- Dusting/wiping of sills, skirting's, door-frames, and window frames
- Cleaning of windows
- Cleaning of lavatories, sinks, staff-rooms etc
- Supporting the use of the property for functions and events by:
  - Protecting vulnerable collections;
  - Assisting with functions furniture set-up and striking;
  - Clearing and cleaning before and after the event.

#### **Holiday Let Accommodation (the Laird's Wing and other holiday cottages):**

Undertaking the routine servicing of let accommodation of the property, including but not limited to:

- Vacuuming, sweeping, mopping, polishing of floors
- Dusting of surfaces, fittings, furniture, ornaments, doors
- Cleaning of windows

- Changing of bed linen and towels, and making of beds
- Cleaning of bathroom/toilet areas and fittings
- Cleaning of (let) kitchen/scullery areas and equipment
- Checking functionality of lighting, heating, TV/radio etc
- Replenishing of welcome/hospitality trays, and consumables
- Checking of collections and domestic inventories during changeover – specifically in the Laird's Apartment.

### **Collections Care:**

Some Collection Care support may be required.

### **Office Spaces**

- Cleaning communal spaces such as staff kitchen and toilet areas, hoovering all office spaces and mopping floors.

### **Campsite and Public Facilities**

- Cleaning public facilities and campsite toilets as required, ensuring highest level of presentation to visitors.
- Monitoring and maintaining stocks of all consumables including cleaning products.
- Monitor and report any maintenance issues with line manager so appropriate action is taken.

## **SCOPE OF ROLE**

### **People Management**

- Not a line manager
- Will work closely with other property colleagues and will have interaction with other technical/specialist advisory colleagues based in other locations and departments
- Will work closely with contractors working on site and suppliers
- Will have daily interaction with members of the public of all ages and abilities.

### **Financial Management**

- Not a budget holder.

### **Tools/Equipment**

- Will be a frequent user of cleaning materials, tools and specialist cleaning chemicals;
- May be a frequent user of ladders, hand tools etc. required to gain access to and to perform conservation work/cleaning;
- May be a user of IT equipment
- May wear PPE for personal protection and protection of the property and artefacts.

## **SKILLS, EXPERIENCE & KNOWLEDGE**

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

### **Essential**

- A personal commitment to excellence in customer care with the ability to enthuse and motivate others;
- Attentive to detail with an eye for presentation and finish;
- Personal commitment to high standards of cleaning;
- Ability to manage time efficiently and effectively in an environment of changing priorities;
- Ability to work effectively and efficiently without close supervision;

- Willing to show commitment and flexibility in work practice.

#### Desirable

- Experience as a Housekeeping Assistant (or similar) in a castle/country-house or museum.
- Previous housekeeping experience including cleaning and presentation of areas open to the public or let for holiday rentals and/or cleaning of domestic and staff areas.

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.

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#### **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](mailto:workforus@nts.org.uk), by Sunday 4th August 2024. 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"

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