

<b>Role:</b> Visitor Services Assistant – House Keeping	<b>Region:</b> North East
<b>Reports to:</b> Visitor Services Manager	<b>Pay Band/Starting Salary:</b> £12.60 per hour, Grade 2 Lower, £26,208 pro-rata, per annum
<b>Location:</b> Crathes Castle	<b>Type of Contract:</b> Permanent, 12 hours per week
Variable weekly hours available which will include regular weekend duties.	

### **JOB PURPOSE**

We are looking for an enthusiastic individual to join our team, helping to make our properties the best possible places to visit and work.

To maximise our visitors' enjoyment of National Trust for Scotland managed sites by maintaining the excellent standards we set across our properties. Providing an efficient and reliable service based on the needs of each property and ensuring that all areas are cleaned and maintained to the highest standards.

### **KEY RESPONSIBILITIES & ACCOUNTABILITIES**

Undertaking a wide variety of housekeeping duties in connection with the well-being and care of the holiday accommodation and visitor facilities at Drum & Crathes, including:

- Maintain stock-levels of housekeeping consumables and janitorial supplies.
- Routinely clean and look after the holiday accommodation which 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
  - 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
  - changing of bed linen and towels, providing clean laundry for each occupancy
  - disposal of general household waste
  - monitoring any loss or damage and reporting to the Visitor Services Manager
- The general ongoing operational cleaning of all areas as necessary, as toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing when required etc.

- 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 communicating with the Duty Manager to record.

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

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Qualifications**

- No formal educational qualification required.

### **Skills, Experience & Knowledge**

#### Essential

- Sound previous housekeeping experience including cleaning and presentation of areas open to the public or let for (holiday-) rental.
- Be responsible and proactive, ensuring all day-to-day tasks are completed as instructed.
- Personal commitment to high standards of cleanliness
- Demonstrable excellent time management skills and the ability to prioritise.
- Ability to work within a team or independently to a high and safe standard.
- The ability to take the initiative and address problems or deal with tasks as they arise.
- Full UK driving licence and access to own transport.
- Reliable with a flexible approach to working schedule, i.e. requirement to work weekends
- 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.
- Excellent interpersonal skills, with an ability to get along with a wide range of people.

#### Desirable

- Recognised First Aid Qualification.
- An understanding and commitment to the aims and objectives of the National Trust for Scotland.
- 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**

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 16<sup>th</sup> March 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".