

Role: Visitor Services Assistant – Housekeeper	Business Function: Highlands and Islands
Reports to: Property Manager Kintail	Pay Band: Grade 2 Lower, £12.60 Per Hour
Location: Kintail Outdoor Centre, IV40 8HQ	Type of Contract: Fixed term until 09/01/26 Flexible Contract Size from 8 Hours Per Week. Additional Hours at Peak Times.
8 Cores Hours with additional hours available as and when required by the property.	

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.

Kintail Outdoor Centre.

Kintail Outdoor Centre provides bunk house style accommodation for visiting groups. These include both educational groups, mountaineering club and a range of other private bookings. The centre sleeps 20 persons in the main building plus a annex flat sleeps a further 4 persons which is semi-detached from the main building.

There is a one-bedroom staff flat attached to building which would be available at an affordable rent for any successful candidate.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

The Housekeeper is responsible for a wide variety of housekeeping duties in connection with the well-being and care of the Outdoor Centre (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
 - Cleaning of surfaces and fittings such as furniture and doors
 - dusting/wiping of sills, skirtings, door, and window frames
 - cleaning of windows
 - cleaning of lavatories, sinks and showers.
 - cleaning of bathroom/toilet areas and showers.
 - cleaning of kitchen areas and equipment.
 - Check heating oil levels weekly.
 - Washing and providing clean laundry for each occupancy
 - disposal of general household waste.
- Monitor the condition of furniture fixtures and fittings - reporting any loss or damage to the Property Manager.
- Meet and greet customers and provide an induction to the facilities, in particular the alarm system and evacuation protocols.

- Ensure weekly compliance checks are carried out and logs completed. These include weekly fire alarm checks and legionella checks.
- Deliver excellent customer care.
- 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.

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. occasional 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.

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 Wed 21st May 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, "Housekeeper Kintail"