NATIONAL TRUST for SCOTLAND

Job Description

March 2026

Role: Housekeeper	**Region:** North East
Reports to: Visitor Services Supervisor	**Pay Grade:** Grade 1 - £13.45 Per Hour.
Location: Crathes Castle, Banchory, AB31 5QJ	**Type of Contract:** Permanent. Part-Time, 20 Hours Per Week.

JOB PURPOSE

We are looking for an enthusiastic individual/s 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 Food & Beverage area, visitor facilities and Holiday Accommodation at Crathes, including:

- Maintain stock-levels of housekeeping consumables and janitorial supplies.
- Daily clean and look after the Food and Beverage area and visitor facility which will involve but is not limited to:
  - vacuuming, sweeping, mopping of floors
  - Cleaning of windows
  - dusting of surfaces and fittings such as entry area, furniture and doors
  - dusting/wiping of sills, skirtings, door, and window frames
  - cleaning of toilet areas and fittings
  - replenishing of welcome/hospitality trays, and consumables
  - monitoring any loss or damage and reporting to the Visitor Services Supervisor
  - Holiday Accommodation cleaning

- 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.
- Regular cleaning of Holiday Accommodation to a high standard, including organization of laundry andcleaning equipment

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.

HOW TO APPLY

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 Friday 27th March 2026.

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 - Crathes".