

<b>Role:</b> Holiday Let and Housekeeping Supervisor	<b>Region:</b> Highlands & Islands
<b>Reports to:</b> Visitor Services Manager	<b>Pay Grade:</b> Grade 3 - £31,055 pro-rata, per annum
<b>Location:</b> Brodie Castle, Brodie, Forres, Moray. IV36 2TE	<b>Type of Contract:</b> Permanent. Part-Time, 24 Hours Per Week.
<b>COST CENTRE (e.g.:3CUZ):</b> 3BRD	<b>ACTIVITY CODE:</b> VSZ

### **JOB PURPOSE**

To provide a high standard of housekeeping and guest welcome at Brodie Castle including all holiday lets, office spaces, campsite and public facilities.

To maintain oversight of cleaning standards in relation to the above places by you and your team.

The Holiday Let and Housekeeping Supervisor is responsible for ensuring all health and safety compliance requirements and documentation are fulfilled across all Brodie holiday lets.

To manage, lead and support a small team of housekeeping assistants.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

#### **Holiday Lets**

- Monitoring of overall standards of cleaning and housekeeping carried out by you and your team with the ability to give feedback and motivate team to deliver high standards.
- Monitor and report any maintenance issues with the maintenance team and ensure appropriate action is taken.
- Establish a cleaning schedule for all holiday lets as required.
- Ensuring linen etc. is bagged ready for delivery to the laundry and carrying out regular laundry duties on the premises.
- Welcoming guests in accordance with the standards required by The National Trust For Scotland.
- Take responsibility for troubleshooting issues that may arise during a guests stay during office hours and out of hours on a shared rota basis.
- Carry out regular inventory checks.
- Work with Property Administrator on managing bookings accordingly and associated liaison with other Trust staff and departments.
- Work closely with the central NTS Holidays Team to maintain brand standard.
- Monitoring and maintaining stocks of all consumables including cleaning products.

#### **Office Spaces**

- Establish a cleaning schedule and processes.
- Responsible for maintaining good levels of cleanliness in all communal spaces such as staff kitchen and toilet areas, hoovering all office spaces and mopping floors.

- Be the Green Champion for Brodie Castle.

### **Campsite and Public Facilities**

- Establish a cleaning schedule and lead high standards throughout.
- Monitoring of overall standards of cleaning and housekeeping carried out by you and your team with the ability to give feedback and motivate team to deliver high standards.
- Monitoring and maintaining stocks of all consumables including cleaning products.
- Monitor and report any maintenance issues with the maintenance team and ensure appropriate action is taken.

### **Soft Play**

- Establish a cleaning schedule and lead high standards throughout.
- Monitoring of overall standards of cleaning and housekeeping carried out by you and your team with the ability to give feedback and motivate team to deliver high standards.

### **General**

- Sharing 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.
- Carry out regular Duty Management of Brodie Castle on a shared rota basis to ensure daily operating runs smoothly and any emergency procedures are followed.
- Work together with the wider Brodie team to support departments as required and inspire a great team dynamic.

### **People Management**

- Supervision and monitoring of the work of the Housekeeping Assistants. Ability to give feedback and motivate team to deliver high standards.
- Regular liaison with other property staff, regional central support teams and curatorial and collection team
- Friendly and considerate contact with guests and members of the public.

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

### **Essential**

- Personal commitment to high standards of cleaning with an eye for detail and finish.
- Ability to manage time efficiently and effectively in an environment of changing priorities.
- Ability to provide supervision and mentoring of others through positive encouragement and feedback.
- This is a physical job, which will normally include lifting and carrying cleaning equipment.
- Practical knowledge of Health and Safety processes and procedures and the ability to work effectively within these processes.
- Experience in a customer facing, service environment.
- 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.
- Living the values of the National Trust for Scotland and encourage colleagues to do the same.

- The ability and willingness to understand others' perspectives and to consider the impact of your actions on them and to adapt your actions as necessary.
  - The ability and willingness to learn and try new things, to be flexible and step outside of your comfort zone.
  - An open and honest way of communicating, ready to ask others for their ideas and to be open to hear and consider different points of view.
  - A pro-active approach to taking initiative and to driving forward ideas and projects designed to improve daily operations and deliver an exceptional visitor experience.
- Hold a current First Aid Qualification or be willing to uptake training.

#### Desirable

- Full UK Driving License

***The Purpose, Context, Key Responsibilities, and Person Specification 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 Department, The National Trust for Scotland, by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by Sunday 10<sup>th</sup> May 2026.

Please ensure your CV includes your full name and contact details. The CV file sent to us should be titled with 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 "Holiday Let & Housekeeping Supervisor - Brodie"