

Role: VSA – Housekeeping	Region: North East
Reports to: VSS - Collections Care	Pay Grade: Grade 1- £13.45 Per Hour.
Location: House of Dun, Montrose, DD10 9LQ	Type of Contract: Permanent. Part-Time, 6 Hours Per Week.
COST CENTRE: 3HOD	ACTIVITY CODE: PMZ

JOB PURPOSE

The Housekeeper plays a vital role in ensuring that House of Dun remains a welcoming, safe and inspiring place for visitors, volunteers, colleagues and guests.

As part of the Visitor Services team, the post holder will be responsible for maintaining exceptionally high standards of cleanliness, presentation and care across the visitor facilities and operational areas within the Courtyard at House of Dun. Areas of responsibility include visitor toilets, retail and visitor spaces, staff facilities, courtyard buildings and, where required, holiday accommodation.

The successful candidate will contribute directly to delivering an outstanding visitor experience by creating clean, well-presented and cared-for spaces that reflect the National Trust for Scotland's commitment to excellence, conservation and sustainability.

The role requires a flexible and proactive approach, working collaboratively with colleagues across departments to support the smooth operation of the property. Occasional evening, weekend and event support may be required to meet operational needs.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The post holder will support the day-to-day operation of House of Dun through the delivery of high standards of housekeeping, presentation and visitor care.

Housekeeping and Presentation

- Maintain exceptional standards of cleanliness and presentation throughout visitor, staff and operational areas.
- Clean public spaces, retail areas, offices, visitor facilities, meeting rooms, entrances and circulation areas.
- Clean and maintain visitor and staff toilet facilities to the highest standards.
- Undertake floor cleaning, vacuuming, dusting and surface care as required.
- Support accommodation changeovers and housekeeping requirements within holiday accommodation.
- Contribute to seasonal and deep-cleaning programmes.

Property Care and Standards

- Monitor the condition of facilities and report defects, repairs, wear and tear or health and safety concerns promptly.
- Ensure equipment, materials and cleaning supplies are used safely, efficiently and in accordance with COSHH regulations and Trust procedures.

- Maintain housekeeping stores and advise the Line Manager when replacement stock is required.
- Support the care and presentation of Trust buildings, collections and assets by following relevant Collections Care and Conservation guidance.
- Assist with minor operational tasks, event preparation and room set-ups where required.

Visitor Experience and Teamwork

- Deliver excellent customer service and contribute positively to the visitor experience.
- Create a welcoming, friendly and professional environment for visitors, volunteers and colleagues.
- Support colleagues across Visitor Services, Retail, Events, Gardens, Maintenance and other departments as required.
- Contribute to the success of events, functions and property activities.
- Act as an ambassador for the National Trust for Scotland and House of Dun.

Health, Safety and Sustainability

- Follow all Trust policies relating to health and safety, environmental sustainability and collections care.
- Ensure safe systems of work are followed at all times.
- Support the Trust's environmental commitments through responsible use of materials, waste reduction and recycling practices.
- Attend mandatory and role-related training as required.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Experience

- Previous experience in a housekeeping, cleaning, facilities or customer-facing role.
- Experience maintaining high standards of cleanliness and presentation.
- Experience identifying and reporting maintenance, health and safety or operational issues.

Skills and Attributes

- A strong commitment to cleanliness, presentation and attention to detail.
- Excellent customer service skills.
- Positive, flexible and reliable approach to work.
- Ability to work independently and as part of a team.
- Good communication and interpersonal skills.
- Ability to prioritise tasks and manage workload effectively.
- Understanding of the importance of health and safety in the workplace.
- Willingness to support colleagues across departments and contribute to wider property operations.
- Commitment to the values, aims and objectives of the National Trust for Scotland.

Physical Requirements

- Ability to undertake a physically active role including lifting, carrying, bending, pushing and pulling.

- Ability to work flexibly, including occasional evenings, weekends and lone working where required.

Qualifications

- No formal qualifications are required.
- Full current UK driving licence desirable.

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, by Wednesday 4th November 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 "Housekeeper – House of Dun"