



Job Description Confidential

Assistant Housekeeping Manager

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Housekeeping Manager	<p>20 hours a week on average worked flexibly over the year to include a 4-hour shift on Sundays and occasional Saturday work. These hours are subject to discussion and could be more or less depending on the applicant's commitments.</p> <p>Need to be flexible and able to work evenings and weekends when required. However, most shifts will be daytime shifts Mon – Fri, as well as the regular Sunday shift but the role does require flexibility.</p>	£23,400 per annum (pro rata) / £12 per hour

Background information

Bore Place is home to the Commonwork Trust, a charity set in 500 acres of countryside encompassing an organic dairy farm and vegetable gardens, residential venue, environmental education centre, and programmes providing opportunities for vulnerable and disadvantaged young people. This role will be working as part of the residential venue team.

Position summary

The Assistant Housekeeping Manager is responsible for managing the day-to-day operation of Bore Place's guest accommodation and visiting groups under the guidance of the Housekeeping Manager, as well as coordinating the team of housekeepers and the service of food for catered guests.

The successful candidate will liaise closely with external groups who stay or run events here. The role will also be involved in the delivery of some of the limited number of weddings we host annually and some on-call functions out of hours.

Primary Responsibilities

1. Housekeeping and cleaning

- Coordinating and carrying out housekeeping, laundry and cleaning for the Bore Place site ensuring high standards of cleanliness across the venue, facilitating site changes between visitors.
- Managing the housekeeping team to ensure they know what tasks they are responsible for and ensuring they are completed to a high standard.

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- Carrying out property checks at the end of shifts and before guests check in.
- Ensuring equipment is set up for incoming groups.
- Keeping all site premises, equipment and facilities clean, stocked, in good order, ready and welcoming.
- Working in line with Health and Safety guidance to ensure safety of guests and colleagues.
- Maintain all cleaning and health and safety records and contribute to meetings.
- Manage any issues/concerns/damage to property with Housekeeping Manager or Caretaker.
- Ensure stock of cleaning products and provisions are maintained.
- Assisting with the creation of housekeeping rotas.

2. Catering

- Basic food prep (e.g., reheating of food and preparation of salads and accompanying vegetables) as well as laying up of tables and overseeing and helping with food service. Serving and clearing up as required.

3. Visitors and Events

- Acting as lead client liaison during guest stays in the absence of the Housekeeping Manager.
- Preparing the premises for visitors to a high standard and on time.
- Providing unobtrusive but efficient and cheerful support and a warm welcome to visitors during their stay.
- Liaising with all venue staff to ensure that all visits are successful and enjoyable, providing proactive support to ad-hoc tasks as needed.
- Acting as the duty manager during weddings and events. Responsibilities will include liaising with clients and suppliers, ensuring that facilities have been left appropriately by suppliers using our kitchen, occasional locking up and checking and cleaning of facilities as necessary.

4. Flexibility/call out

- Working in a flexible way, including evenings and weekends, around the needs of visitors and events.
- Welcoming guests on their arrival. Being a keyholder of the properties and being responsible for locking up.
- Being available to cover some on-call shifts (manning an on-call telephone for guests to use in an emergency) overnight.

5. Being part of the team

- Working with the wider Bore Place organisation to work harmoniously with all, supporting and taking part in staff events and training as appropriate.

6. Legal requirements

- Adhering to health and safety, food hygiene, COSHH and other statutory regulations.

Due to the nature of the role, it may be necessary to work overtime to be reactive to seasonal demand. Additional hours worked, over and above the normal 20 hours, will be paid at the normal hourly rate for this position.

Person specification

We are looking for someone who will undertake the work cheerfully and with enthusiasm, who takes pride in housekeeping and cleaning, who will work efficiently and cooperatively with others and enjoys looking after our guests.

Essential criteria

- Good communication and leadership qualities are essential for this role
- Enjoy housekeeping and cleaning.
- Basic food prep skill and confidence in the kitchen (food safety training will be provided)
- Calm under pressure.
- Attention to detail.
- Good timekeeping.
- Fitness and willingness to undertake the work.
- Flexibility in working hours to meet needs of Bore Place and its visitors.
- Interest in and support for the aims of the Commonwork Trust.

Useful, but not essential:

- Experience of working in hotels and/or catering.
- Experience of event management.
- Experience of client/customer liaison.
- Experience of food service.

Due to our remote rural location, you will need to have your own transport and be able to drive.

Benefits of working at Bore Place

- 38 days paid holiday a year (pro-rata)
- Life insurance, EAP, pension, staff discounts on courses and food.
- Flexible working approach.
- Coaching and support.
- Opportunity to undertake further learning and training and be part of a great team.
- A glorious countryside location.
- Free parking

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- Opportunity to work for an organisation committed to making a difference by connecting people to nature and the countryside.

Diversity

Bore Place is committed to promoting a diverse and inclusive workplace where everyone can be themselves and succeed on merit. We strive to ensure that opportunities to work and develop at Bore Place are open to all. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic.

Please notify us of any disability at the earliest opportunity should you wish us to make any special arrangements for the application process or, if successful, for the role. We will ensure we make reasonable adjustments wherever we can.

Safeguarding and DBS

The safety and welfare of children and other vulnerable people at Bore Place is extremely important to us and is why we pride ourselves on our Safeguarding procedures. All positions at Bore Place are subject to a Disclosure & Barring Service (DBS) check at the appropriate level.

Right to work in the UK

It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This would be an express term and condition of your employment with us.