



Housekeeping & Guest Support Team Member

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Housekeeping Manager	20 hours a week on average worked flexibly over the year. Need to be flexible and able to work evenings and weekends when required.	£18,525 per annum pro- rata - £9.50 an 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.

Position summary

To perform housekeeping duties and deliver a fantastic guest experience at Bore Place:

- Carry out housekeeping, laundry and cleaning for the Bore Place site, including all accommodation, venue spaces, the Middle Yard and Offices
- Assist with catering and food service for visitors to Bore Place
- Uphold exemplary standards in Health and Safety to ensure the wellbeing of staff and visitors.
- Provide a warm welcome to visitors of Bore Place, respond to guest feedback and work to continuously improve guest support.

Primary Responsibilities

1. Housekeeping and cleaning

- Carrying out and maintaining high standards of cleanliness across the venue to complete site changes between visitors and set up equipment for incoming groups.
- Work with guidance from the Housekeeping Manager and Housekeeping & Guest Support Supervisor to perform a variety of tasks in accordance with the booking schedule.
- Keeping all site premises, equipment and facilities clean, stocked, in good order, ready and welcoming.
- Maintain all cleaning and health and safety records and contribute to meetings.
- Report any issues/concerns/damage to property to the Housekeeping & Guest Support Lead
- Report shortages in stock to the Housekeeping Lead.

2. Catering

- Assisting with catering and food service. Serving and clearing up as required.

3. Care of visitors

- Preparing the premises for visitors to a high standard and on time.
- Providing unobtrusive but efficient and cheerful support 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.

4. Flexibility/call out

- Working in a flexible way, including evenings and weekends, around the visitors and events.
- At times, welcoming guests, and locking up properties after guest departure.

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 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 visitors.

Essential criteria

- Enjoys housekeeping and cleaning.
- Attention to detail.
- Good timekeeping.
- Fitness and willingness to undertake the work.
- Flexibility in working hours to meet needs of the Venue and its visitors.
- Interest in and support for the aims of the Commonwork Trust.

Job Description Confidential

Useful, but not essential:

- Experience of working in hotels and/or catering.
- Experience of client/customer liaison.

Benefits of working at Bore place

- Opportunity to make a difference to the lives of others and see the direct impact of your work.
- 38 days paid holiday a year.
- Life insurance, EAP, pension, staff discounts on courses and food.
- Flexible working approach.
- Coaching and support.
- Opportunity to undertake further learning and training.
- A glorious countryside location.