



Job Description

Housekeeper/ Guest assistant

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Venue 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.	£16,001 - £18,000 pro-rata

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, short stay venue and conference centre, environmental education centre, as well as programmes providing opportunities for vulnerable and disadvantaged young people.

Position summary

To work towards achieving the aims and objectives of the Venue and Conference Centre by:

- Carrying out housekeeping, laundry and cleaning for the Bore Place site; Middle Yard and Offices
- Assisting with catering, and kitchen support for visitors to Bore Place;
- Working as part of the Housekeeping Team to look after visitors and in maintaining and developing the premises and services.

Primary Responsibilities

1. Housekeeping and cleaning

- Carrying out and maintaining high standards of cleanliness in the conference and study centre, middle yard and offices.
- Set up meeting spaces for incoming groups.
- Keeping all site premises, equipment and facilities clean, stocked, in good order, ready and welcoming.
- Maintain cleaning records and attend daily morning meetings when on shift to plan in allocation of tasks.
- Complete full site changes between visitors, and set up for incoming groups.
- Report any issues/concerns/damage to property to Venue Manager.
- Assess stock as required, and pass any order needs to reception.
- Ensure that Laundry is cleaned and stocked for the houses.

2. Catering

- Assisting with catering, and kitchen support for visitors as required. Serving and clearing up as required.

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3. Care of visitors

- Preparing premises for visitors to a high standard and in time.
- Hosting visitors and providing unobtrusive but efficient support to visitors during their stay.
- Liaising with other staff as necessary to ensure that bookings and visits are successful and enjoyable.

4. Flexibility/call out

- Working in a flexible way, including evenings and weekends, around the visitors.
- At times, covering out-of-hours call outs, welcoming guests, locking up and emergencies.

5. Being part of the team

- Taking an active part in the organisation and programmes of work. Taking part and supporting events as appropriate.
- Be part of rota planning meetings. Weekly centre meetings and daily task planning meetings. Be daily team lead when required.
- Team lead is also responsible for final checks at the end of each shift.

6. Legal requirements

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

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.
- People person.
- Fitness and willingness to undertake the work.
- Flexibility in working hours to meet needs of the Centre 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 client/customer liaison.

Benefits of working at Bore place

Contributing to a charitable organisation working to support, develop and educate young people and the wider community.

Flexible hours, paid holiday and bank holidays.