

Job Description Confidential



Estate Management Couple: Live in Housekeeping Manager, Building and Gardens Caretaker

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Venue and Marketing Director	5 days a week. Hours to be completed flexibly in line with guest and event needs as well as needs of the couple.	Up to £50,000 plus free accommodation at Bore Place in 3-bedroom house with private garden.

Mission for the role

Bore Place is a 500-acre organic farm estate in West Kent providing a unique venue with sustainability at its heart. It is home to a charity delivering programmes for young people, public and private events and courses, as well a home for complementary rural businesses. There are 5 properties on the estate used by visiting groups and hired for weddings, events and for holiday lets.

The objective for this live-in couple is to be the lead host for all visitors to Bore Place, manage and deliver the day to day running of the venue and accommodation and take care of the general up-keep of our facilities and gardens.

It is a unique opportunity to make the Bore Place estate your home and be the live-in host, caretaker and ambassador of our beautiful estate in the heart of the Kent countryside as part of our friendly, passionate and committed team.

Your role

You will be supported by the events and housekeeping team and work alongside our kitchen, maintenance and education staff with the responsibility to:

- Ensure the care of all clients and build our reputation as a premium venue with a focus on customer care and cleanliness by leading the events and housekeeping team to coordinate and deliver all tasks and services including:
 - housekeeping, cleaning and laundry
 - event set up and support, food and drinks service (meals and refreshments) and visitor services
 - kitchen and catering support
 - site cleanliness
- Provide the lead host role at Bore Place for all guests staying, or attending an event, at Bore Place:

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- Meet and greet all staying visitors on arrival and departure
- Coordinate and deliver a 24/7 service
- Support weddings and large events
 - Event set-up, management and delivery of events and post-event clear up
- Maintain the general upkeep of the grounds, buildings and vehicles

You will work to deliver an excellent experience for all visitors to Bore Place by:

- Ensuring all visitors have a sense of being hosted in a home away from home experience
- Maintaining excellent facilities (buildings and gardens) and service to meet the expectations of all visitors and charitable programmes
- Meeting or exceeding visitor satisfaction targets
- Building a high performing, motivated, loyal and values-driven venue staff team
- Promoting the overall mission of Bore Place to colleagues and visitors
- Instilling the Bore Place values in all we do

Direct Responsibilities

1. Plan for the needs of all visiting groups to Bore Place

- Attend weekly planning meetings to discuss the week ahead, including upcoming guests' movements and needs as well as any issues requiring action.
- Prepare weekly rotas to include for example: welcome in, accommodation changes overs, cleaning and laundry requirements, event and food service needs and on call, and ensure teams are adequately staffed at all times.

2. Manage the Events and Housekeeping Team

- Lead daily task planning meetings to ensure all housekeeping staff are set for the day and know their duties.
- Manage staff workloads during the day to ensure that all tasks are completed fully.
- Manage staff time management, sickness and annual leave.
- Ensure all staff are trained and appropriately inducted into the Team.
- Keep all site premises, equipment and facilities clean, stocked, in good order and ready for use.
- Oversee service and basic preparation of food, food stocks and ordering for catered guests staying at Bore Place.
- Work as part of the team to complete housekeeping and event support tasks (housekeeping, event set up/post event, cleaning, site change over, laundry and kitchen duties).
- Keep all site premises, equipment and facilities clean, stocked, in good order and ready for use.

3. Maintain the general upkeep of the grounds

- Complete garden tasks including mowing, weeding, hedging, watering, sweeping, tidying and ensure cleanliness of all outside areas.
- Coordinate the work of garden contractors.
- Coordinate the tasks for garden volunteers working in our community gardens.

4. Ensure the general upkeep of the buildings

- Provide caretaking support for the site including general care and maintenance of the buildings and contents.
- General upkeep of our minibus and any other vehicles.

5. Provide lead host role for all groups staying at Bore Place

- Meet at welcome and departure or ensure all guests can check in and how they can contact you should they have any issues.
- Communicate with guests before their arrival to explain checking in protocols and to request relevant details regarding their stay.
- Regular check in with group lead to ensure all needs are met and available to resolve any issues.
- Oversee the running and schedule of catered/hosted events.
- Provide transport for groups as required.

6. 24/7 guest support

- Coordinate and deliver part of the 24/7 on-call support service for guests for emergencies and to address any issues.

5. Being part of the team

- Take an active role in the wider work of Bore Place.
- Assist with and take part in events as appropriate.

6. Legal requirements

- Adhere to health and safety, fire risk, food hygiene, COSHH and other statutory regulations.

Person specification

We are looking for a couple who will embrace the Bore Place ethos and the role of being our lead hosts.

The couple can jointly cover the remit or be assigned with individual and complementary responsibilities relevant to experience e.g. event and venue management, live in household management and delivery role, caretaking, buildings, gardening and grounds maintenance.

Collectively you will be able to **demonstrate the following competencies:**

Friendly and welcoming – excellent hosts, enthusiastic and cheerful with an ability to make people feel at home and comfortable.

Service orientated – an inherent drive for exceptional satisfaction levels and customer service.

High standards – ability to deliver the best with pride and within the resources available.

Well organised – exceptional multi-tasking skills, ability to plan ahead.

Team leadership – ability to lead and develop effective and highly competent and motivated teams, whilst getting the best from them.

Persistence – the willingness to go the distance to get things done.

Problem solve – ability to think on your feet, identify solutions to problems and resolve any issues.

Practical skills – handyman, groundsman, gardening and maintenance skills.

Integrity – values-driven, can deliver commitments on time and to budget and live up to verbal and written commitments.

Creativity and innovation – solutions focused, can meet practical needs yet generate new ideas to make improvements.

Essential criteria

- Attention to detail, high standards and excellent timekeeping.
- Flexibility in working hours to meet needs of visitors and Bore Place.
- Experience of supervising and motivating a team.
- Experience of household, building and grounds maintenance and gardening.
- Experience of working in the hospitality industry.
- Experience of client/customer liaison.
- Strong and effective communicators – written and verbal.
- Commitment to the objectives of the Trust.
- Fitness and own transport.

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Our Values

SUSTAINABILITY – Bring sustainability to life by demonstrating leadership in the responsible use of resources to enhance long-term environmental, educational, social and financial value.

INSPIRATION – Provide inspiration and learning through experience by creating an environment and opportunities to enable people to learn, grow and be inspired through their experiences.

COLLABORATION – Making a greater difference together by working collaboratively and inclusively to maximise our potential; a place where all contributions are respected and valued equally. We can achieve more when we work together.

Benefits of the role and working at Bore Place

- The roles are at the core of a growing organisation, have clear accountability and offer an opportunity to make a real difference to our 15,000 visitors each year.
- Opportunity to make a significant difference to the lives of others and see the direct impact of your work.
- Free accommodation in 3-bedroom house at Bore Place.
- 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.



Key Employment Policies

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 or things we can assist with at the earliest opportunity should you wish us to make any special arrangements for the application process or, if successful, for the role. We would be more than happy to make reasonable adjustments where appropriate.

Safeguarding

The safety and welfare of children and other vulnerable people who use our services is extremely important to us and is why we pride ourselves on our Safeguarding procedures. All positions at Bore Place are subject to Safer Recruitment which includes 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.