

Seasonal Domestic

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Company: Grosvenor

Location: Office

Category: other-general

Seasonal Domestic

Reporting To

Housekeeper

Primary Location

Achfary, plus wider Reay Forest Estate where necessary

Main Purpose of Role

Under the direction of the Housekeeper, undertake the required domestic tasks necessary to maintain the high standard of cleanliness and presentation of sporting lodges and accommodation of the Reay Forest Estate.

Key responsibilities

Housekeeping duties

Provide a professional yet welcoming service to the Estate guests and visitors at all times

Work under the direction of the Housekeeper and/or Family members as appropriate

Ensure the lodges and properties are prepared for occupancy for a range of visitors

Receive and greet guests in a pleasant and professional manner when required

Undertake all general household cleaning, tidying and laundering of bedding and linen

Assist with the laying up, serving and cleaning at meal times

Clean and polish silverware and brassware

Occasionally prepare and serve breakfast to guests as required

Undertake major cleaning projects as required

Assist the Housekeeper and team as directed

Complete all tasks within agreed timescales and to the agreed standards

Ensure the highest standards of cleanliness are maintained at all times

Work alongside and cooperate with other staff as directed, e.g. Office staff and Sporting/Maintenance team members

Action problems and issues as they occur; escalating to management if and when necessary

Ensure guests requirements are met appropriately

Assist in the planning and organising of special events

Assist with other duties as required including shopping or running general errands

Essential skills and attributes

Reliable and conscientious

Willing to work flexible working patterns

Discreet and confidential

Willing to undertake training as required

Work flexibly as part of a small team

A valid driving licence

All employees must uphold the shared values of Grosvenor:

Integrity , be honest, fair and open

Trust , be loyal, reliable and deliver on commitments

Respect , be inclusive, straightforward, collaborative, caring and thoughtful.

Key performance indicators

Delivering and maintaining the highest cleanliness standards of the Estate accommodation

Customer satisfaction of the visiting guests and Family members when in occupancy

Meeting timescales for preparation of the accommodation and whilst completing all time bound tasks

Additional information

Must be willing to work flexibly in accordance with the needs of the Housekeeper and team.

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