



## HIGHCLERE CASTLE

**Job Title:** Assistant Housekeeper. A fixed term role 31<sup>st</sup> December 2023, there may be possibility to extend

**Salary:** £22,000.00-£23,000.00 per year pro rata dependent upon experience

**Working Hours:** Full-time, Permanent.

**Location:** Newbury RG20 9RN: reliably commute or plan to relocate before starting work (preferred)

### **COVID-19 considerations:**

Highclere Castle is often open to the public; we are taking best practice guidance when it comes to Covid-19 precautions.

### **Job Summary:**

Highclere castle, a prestigious private estate is a globally recognised brand and one of the most famous historic houses in England. The castle has become well known as the location of the successful TV series Downton Abbey and attracts thousands of visitors and many events throughout the year.

Reporting to and working with our Head Housekeeper you would join a small enthusiastic team responsible for the day-to-day cleaning of the State Rooms, bedrooms, toilets, changing beds, serving teas and coffees and possibly serving guests at table as required.

The Ideal candidate will be someone who has had previous experience of working in a 5\* hotel or a private household/estate and understands the confidential and sensitive nature of the work. The role is physically demanding. You will have impeccable standards and excellent housekeeping knowledge.

You will be hardworking, flexible, taking pride in ensuring the Castle is seen at its best at all times. The desire to lend a hand when needed is also essential.

You will also need to be able to plan your own time and manage your own work schedule as you will work on your own on occasions.

### **Duties and Responsibilities:**

Working with the Housekeeping team responsible for the day to day smooth running of the House. All general household duties such as cleaning, tidying, laundry, making beds, cleaning toilets. The team's aim is to ensure a high-quality experience for the visiting public, private guests and the family.

- Daily dusting of furniture and doors
- Washing and buffing of floors with appropriate machines
- Hoovering
- Cleaning and laying fires
- Moving furniture as appropriate for events
- Serving teas and coffees as required (wearing black or navy and white clothes)
- Helping with breakfasts on occasion (wearing black or navy and white clothes)
- Cleaning toilets in Castle and visitor toilet blocks
- Occasional cleaning in the Estate Office
- Laundry – in house washing of kitchen tea towels and aprons, Castle towels etc



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- Making beds
- Taking deliveries/stockroom management
- Preparing bedrooms for overnight guests
- Occasional ordering
- Meet and greet duties as required

### **Relationship Management:**

A welcoming and professional manner to all visitors at all times, when we are open to the public, when we have private events and on all family occasions.

Liaison with event managers as required to fulfil any particular requirements.

### **Essential**

- Experience of working in a similar role:
- Fluent English
- Strong physical constitution
- Self-motivated and proactive, able to work on own initiative.
- A team player, able to work as part of a small, close-knit team
- Can do attitude, with a commitment to provide the highest quality service at all times
- Ability to prioritise, manage own workload and work under pressure
- Ability to work flexibly to meet constantly changing work flows and priorities
- An understanding of cleaning products, treatment of various surfaces.

### **Desirable:**

- A background of working in public facing, events, hospitality, or tourism sectors
- A previous customer facing role, with high level, practical customer care skills
- First Aid and Fire Safety trained, or else willing to undertake the qualifications

**To apply for this position, please send your CV to [pa@highclerecastle.co.uk](mailto:pa@highclerecastle.co.uk).**