

HOLKHAM

Job description

Housekeeper

LOCATION	Holkham Hall
REPORTING TO	Head Housekeeper
LATERAL RELATIONSHIPS	The Earl and Countess of Leicester, the Butler Housekeeping team, Housemen,

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

Holkham Hall is a privately owned and the lived-in family home of the Earl of Leicester and his family. The hall is a member of the Treasure Houses group which consists of ten of the most magnificent palaces, houses and castles in England today.

Overall job purpose

This is a "hands on" role which will require a flexible and practical approach. The Housekeeping team in Holkham Hall provide consistently high standards; the service, cleanliness and presentation of the Hall must be faultless. Attention to detail and an ability to work diligently will be essential. The role of the housekeeping team is to ensure that the family can enjoy a happy and balanced family life in a home which is also open to visitors.

You will be required to work to a weekly rota. This may include weekend and evening work.

Job description

The following is intended to provide guidance as to duties, but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Housekeeping role

- To take responsibility for your allocated role for that shift, and to be clear on what is expected of you, seeking help from the Head Housekeeper or Housekeeping Supervisor if you are unsure.
- To ensure that the daily and weekly tasks are completed to agreed timescales and standards
- To undertake the cleaning of the public and private wings within the Hall. This will include furniture, pictures, ceramics and objects of exceptional value and historical importance.
- To ensure you remember important daily information such as departures, arrivals, guests' additional requests & room allocations.
- To assist in the preparations for visitors staying overnight in the Hall including bedroom allocation, cleaning, and laundry.
- To ensure that you always remain aware and alert to the family's needs, responding to those needs in a timely, polite, and efficient manner, even when busy.
- To work efficiently, carrying out daily tasks to the required high standards
- To always work with the upmost discretion & sensitivity with regards to the family & their guests
- To assist the Head Housekeeper in ensuring the Hall is ready for key private and public events, including Christmas, family entertaining, concerts, and weddings.
- To provide support to public events in the Hall, which may include Hall tours and Christmas, and to support the Butler as required with private events.
- To work with the conservation team to uphold the conservation of the collection within the Hall and working alongside specialist conservators for cleaning projects.
- To assist with Meale House and Dairy Farm House; setting up for family use and the associated cleaning schedule while they are in residence.
- To have a hand-on approach to all aspects of laundry, washing, steaming and ironing.

General

- To be mindful of our sustainability goals and identify opportunities for improvement in this area
- To be flexible and responsive to support other members of the housekeeping team so that a high level of service is consistently delivered, and we operate as one team.
- To always look for opportunities to exceed customer expectations and make a positive contribution
- To identify issues and feedback any concerns to the Head Housekeeper.
- To work with the facilities team to ensure all fixtures & fittings are maintained to the highest standards
- Assist in the management of stock loss and wastage by adhering to processes and controls
- To be a member of the Hall Salvage team, responding promptly to alerts and taking an active part in training exercises
- Assist in ensuring all EHO, Fire Regulations, and COSHH requirements and standards are met
- To develop and maintain a high knowledge of Holkham Hall and the Holkham Estate so you are able to provide guests with information and advice.
- To promote our visitor attractions and events
- To always adhere to the Company's Health and Safety policy

Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager and Head of Department.

Personal qualities

- Discrete and trustworthy.
- A genuine commitment to work to the highest possible standards with excellent attention to detail.
- Hardworking, flexible, energetic, and trustworthy.
- Initiative, energy, enthusiasm, and persistence.
- Be good at taking direction but also able to work under your own initiative.
- A team player
- Flexibility, a positive attitude, and an ability to work calmly under pressure
- A commitment to develop your understanding and to demonstrate the 5 Holkham Behaviors

Training

You will be required and encouraged to engage in a program of professional development.