

# HOLKHAM

## Job description

### Housekeeping General Assistant

LOCATION	The Victoria, Holkham
REPORTING TO	Reception & Housekeeping Manager & Supervisor
LATERAL RELATIONSHIPS	Housekeeping / Reception / Maintenance / F&B & Kitchen teams

#### **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.

#### **The Victoria**

Standing at the gateway to Holkham and the National Nature Reserve, the Victoria is a busy Hotel and Restaurant. There are 20 bedrooms, a bar and dining room offering a relaxed blend of style and comfort. For many visitors to Norfolk, 'The Vic' is the primary point of contact with Holkham.

The food offering at The Victoria is dictated by the Holkham brand; it is high quality, seasonal and locally sourced with an uncompromising commitment to flavour, simplicity and value.

#### **Overall job purpose**

The role of the Housekeeping General Assistant is to provide a consistently high standard of customer service for guests throughout their visit to The Victoria. In a highly competitive sector,

where a great reputation and consistently high standards determine success, it is essential that the service, cleanliness and presentation of The Victoria is faultless. Attention to detail and an ability to work diligently will be essential.

You will be required to work to a weekly rota. As a Housekeeping General Assistant, subject to performance, you will have the opportunity to develop skills in other departments and join an NVQ program for professional development should you wish to do so.

## **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.

Specific duties will include:

To take responsibility for your allocated role for that shift

To be clear on what is expected of you and seek help from the Duty Manager or supervisor if you are not sure.

To be able to identify and set objectives for your own development

To ensure that the initial daily tasks for your designated area of work are completed to agreed timescales and standards set out in the SOP manual

To ensure you remember important daily information such as departures, arrivals, guests' additional requests and room allocations

To ensure that you remain aware and alert to guests' needs at all times, minimizing waiting times, responding to those trying to catch your attention and communicating with customers to help manage their expectations

To respond to guests quickly, politely and efficiently at all times, even when busy

To work efficiently, carrying out daily tasks to the required high standards

To ensure that you use the checklists relevant to your department

To ensure that we meet our sustainability goals and identify opportunities for improvement in this area

To be flexible and responsive enough to support other members of The Victoria team so that a high level of service is consistently delivered to the customer and we operate as one team

To always look for opportunities to exceed customer expectations and make a positive contribution to The Victoria and Holkham Estate

To respond to customer complaints professionally, seeking assistance from the Duty Manager or supervisor as required

To identify issues and feedback any concerns with solutions to the Management Team

To work with the maintenance team to ensure all fixtures and fittings are maintained to the

highest standards

Assist in the management of stock loss and wastage by adhering to processes and controls

Assist in ensuring all EHO, Fire Regulations, Licensing and COSHH requirements and standards are met

To develop and maintain a high knowledge of The Victoria and Holkham Estate so you are able to provide guests with information and advice

To promote our visitor attractions and events

To adhere to the Company's Health and Safety policy at all times

## **Personal qualities**

Initiative, energy, enthusiasm and persistence

Excellent communication skills

High standards of personal presentation

Attention to detail and a desire to get things right

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 Behaviours

## **Training**

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