

Role: Visitor Services Assistant - Housekeeping	Region/Department: Highlands & Islands
Reports to: Housekeeping & Holiday Let Supervisor	Pay Band/Starting Salary: Grade 2 Lower £24,960 pro-rata, per annum
Location: Brodie Castle, Brodie, Forres, IV36 2TE	Type of Contract: Permanent, part-time 15 hours per week across 5 days. (Pattern either: Wednesday – Sunday or Monday – Friday)

PURPOSE OF THE ROLE

To maximise visitor enjoyment of visitors to Brodie Castle and Estate by delivering the highest standards of housekeeping, and customer care across public facilities.

Background

Brodie Castle and Estate is situated in the parish of Dyke and Moy, Morayshire and boasts thousands of visitors each year. The castle has been in the care of the National Trust for Scotland since 1979 and opened its doors to the public for the first time in 1980. Within Brodie Castle there are historic interiors of exceptional quality, which contain fine plaster ceilings and collections of international significance. Brodie Estate is also home to The Playful Garden which contains a fascinating menagerie of characters inspired by the castle's quirky and colourful history, including Scotland's biggest bunny sculpture.

The post-holder is responsible, with the support of the Housekeeping and Holiday – Let Supervisor for delivering the highest standards of housekeeping across public facilities and staff office spaces.

KEY RESPONSIBILITIES

The Key Purposes of the post will be met by ensuring all public facilities and office spaces are cleaned and presented by the highest possible standard.

General Housekeeping:

Undertaking the routine cleaning and housekeeping of the public facilities on site which are spread across 3 main areas of the Estate. Duties include but not limited to:

- Vacuuming, sweeping, mopping of floors
- Cleaning of lavatories, sinks, staff-rooms etc
- Emptying bins
- Restocking toilet paper, soap and handtowels
- Dusting/polishing of fittings such as panelling, stairs, and doors
- Dusting/wiping of sills, skirting's, door-frames, and window frames
- Cleaning of windows
- Supporting the use of the property for functions and events by:
 - Protecting vulnerable collections;
 - Assisting with functions furniture set-up and striking;
 - Clearing and cleaning before and after the event.

Holiday Let Accommodation (the Laird's Wing and other holiday cottages):

Undertaking *occasional* support in servicing of let accommodation of the property, including but not limited to:

- Vacuuming, sweeping, mopping, polishing of floors
- Dusting of surfaces, fittings, furniture, ornaments, doors
- Cleaning of windows

- Changing of bed linen and towels, and making of beds
- Cleaning of bathroom/toilet areas and fittings
- Cleaning of (let) kitchen/scullery areas and equipment
- Checking functionality of lighting, heating, TV/radio etc
- Replenishing of welcome/hospitality trays, and consumables
- Checking of collections and domestic inventories during changeover – specifically in the Laird's Apartment.

Collections Care:

Very occasional Collection Care support may be required.

SCOPE OF ROLE

People Management

- Not a line manager
- Will work closely with other property colleagues and will have interaction with other technical/specialist advisory colleagues based in other locations and departments
- Will work with contractors working on site and suppliers
- Will have daily interaction with members of the public of all ages and abilities.

Financial Management

- Not a budget holder.

Tools/Equipment

- Will be a frequent user of cleaning materials, tools and specialist cleaning chemicals;
- May be a user of ladders, hand tools etc. required to gain access to and to perform conservation work/cleaning;
- May be a user of IT equipment
- May wear PPE for personal protection and protection of the property.

SKILLS, EXPERIENCE & KNOWLEDGE

The below outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

- Attentive to detail with an eye for presentation and finish;
- Personal commitment to high standards of cleaning;
- Ability to manage time efficiently and effectively in an environment of changing priorities;
- Ability to work effectively and efficiently without close supervision;
- Willing to show commitment and flexibility in work practice.
- A personal commitment to excellence in customer care with the ability to enthuse and motivate others;

Desirable

- Experience as a Housekeeping Assistant (or similar) in a busy visitor attraction.
- Previous housekeeping experience including cleaning and presentation of areas open to the public or let for holiday rentals and/or cleaning of domestic and staff areas.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by **Sunday 5th January 2025**.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"
