**Housekeeping Manager**

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| **Location** | **Reports to** | **Hours** | **Salary** |
| Bore Place, Chiddingstone | Venue and Marketing Director | 30 – 37.5 hours per week, to suit right candidateHours to be completed flexibly in line with guest and event needs. | Up to £28,500 |
| **The role** |
| The Housekeeping Manager is responsible for overseeing the housekeeping team and ensuring that all venue properties maintain the highest standards of cleanliness and presentation. The role also involves managing the day-to-day operations of Bore Place’s venue and accommodation, acting as the lead host to ensure an excellent experience for all visitors, including those attending events, courses, and holiday stays. |
| **Key responsibilities** |
| 1. **Housekeeping Management**
* Lead, supervise, and motivate the housekeeping team to ensure all properties meet exceptional cleanliness standards, including cleaning alongside the team. This should include daily task planning to ensure all housekeeping staff are set for the day and know their duties and implementing environmentally friendly products and practices.
	+ Develop and implement cleaning schedules/rotas to ensure consistency and efficiency.
	+ Monitor and replenish cleaning supplies and manage budgets effectively.
	+ Manage the laundry to ensure that clean linen is available and audit linen to replace when necessary.
	+ Oversee event set up, food and drinks service and visitor services
	+ Obtain and act on feedback from the guests to improve our premises and services.
1. **Venue and Accommodation Management**
	* Oversee the preparation and readiness of all properties for visiting groups, events, weddings, and holiday lets.
	* Ensure timely turnover of accommodation to meet visitor and event requirements.
	* Conduct regular inspections to maintain high standards and address any maintenance or cleanliness issues.
2. **Visitor and Host Management**
	* Act as the main point of contact and lead host for all visitors to the Bore Place venue.
	* Provide a warm, professional, and welcoming experience for guests, addressing any questions or issues promptly.
	* Regular check in with group lead to ensure all needs are met and available to resolve any issues.
	* Liaise with other teams, such as venue booking team, weddings or facilities, to ensure smooth coordination for all bookings.
	* Meet and greet all catered staying visitors.
	* Coordinate the food requirements of staying catered guests and liaise as required with the chef, ordering food stocks when necessary.
	* Event set-up, management and delivery of events and post-event clear up, including occasional support of weddings
	* Promote the overall vision of Bore Place to guests and visitors.
3. **Health, Safety, and Compliance**
	* Ensure all housekeeping activities adhere to health and safety regulations and Bore Place policies.
	* Conduct training for the housekeeping team on safe working practices.
	* Maintain records of inspections, cleaning routines, and safety checks.
	* Adhere to health and safety, fire risk, food hygiene, COSSH and other statutory regulations.
4. **Team Leadership and Development**
	* Recruit, train, and develop housekeeping staff, promoting a positive and collaborative working environment. Ensure all staff members are fully inducted into the team
	* Conduct performance reviews and provide ongoing feedback to the team.
	* Plan staff schedules and manage workloads effectively to meet operational demands.
	* Build a high performing, motivated, loyal and values-driven team
	* Instil the Bore Place values in all that we do.
	* Attend weekly planning meetings to discuss the week ahead, including upcoming guests’ movements and needs as well as any issues requiring action.
	* Prepare weekly rotas to include for example: welcome in, accommodation changes overs, cleaning and laundry requirements, event and food service needs, and ensure teams are adequately staffed at all times.
	* Keep track of the housekeeping team’s hours worked using Bright HR and provide monthly reports for payroll, as well as manage staff time management, sickness and annual leave.
5. **24/7 guest support**
* Be willing to be part of the oncall rota (approx. 1 week a month) 24/7 on-call support service for guests for emergencies and to address any issues (separate rate of remuneration)
1. **Being part of the team**
* Take an active role in the wider work of Bore Place.
* Assist with and take part in events as appropriate.
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| **Person specification**  |
| * **Friendly and Welcoming:** Approachable, enthusiastic, and cheerful, with a natural ability to make people feel at home.
* **Service-Oriented:** Driven to deliver exceptional standards of cleanliness, customer service, and satisfaction.
* **High Standards:** Takes pride in delivering the best results, even within limited resources.
* **Organised**: Exceptional multitasking and forward-planning skills.
* **Team Leadership:** Skilled in motivating, leading, and developing highly competent teams to achieve their best.
* **Problem Solver:** Quick thinker, able to identify and resolve issues effectively.
* **Integrity**: Values-driven, reliable, and committed to delivering on promises within time and budget.
* **Creative and Innovative:** Solution-focused, capable of meeting practical needs while generating new ideas for improvement.

**Essential Criteria:*** Keen attention to detail, high standards, and excellent timekeeping.
* Flexibility with working hours to accommodate visitor and organisational needs.
* Relevant experience in the hospitality industry.
* Proven experience in client/customer liaison.
* Strong and effective communication skills, both written and verbal.
* Commitment to the aims and objectives of Bore Place Trust.
* Physically fit and with access to own transport.
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| **Our Values** |
| **Inspire -** Inspiring and learning through experience.**Regenerate** - Regeneration in action.**Collaborate** - Making a difference together.**Be Inclusive** - A fair and inclusive environment.**Take ownership** - Personal and collective responsibility. |
| **Benefits of the role and working at Bore Place** |
| * The roles are at the core of a growing organisation, have clear accountability and offer an opportunity to make a real difference to our 15,000 visitors each year.
* Opportunity to make a significant difference to the lives of others and see the direct impact of your work.
* 38 days paid holiday a year (including bank holidays, pro rata)
* Life insurance, EAP, pension, staff discounts on courses and food.
* Flexible working approach.
* Coaching and support.
* Opportunity to undertake further learning and training.
* A glorious countryside location.
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| **Diversity** |
| Bore Place is committed to promoting a diverse and inclusive workplace where everyone can be themselves and succeed on merit. We strive to ensure that opportunities to work and develop at Bore Place are open to all. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic.Please notify us of any disability or things we can assist with at the earliest opportunity should you wish us to make any special arrangements for the application process or, if successful, for the role. We would be more than happy to make reasonable adjustments where appropriate.  |
| **Safeguarding** |
| The safety and welfare of children and other vulnerable people who use our services is extremely important to us and is why we pride ourselves on our Safeguarding procedures.  All positions at Bore Place are subject to Safer Recruitment which includes a Disclosure & Barring Service (DBS) check at the appropriate level. |
| **Right to work in the UK** |
| It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This would be an express term and condition of your employment with us.  |