



## Housekeeping & Guest Support Team Member

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone	Housekeeping Manager	10-20 hours a week. Contract requirements can be discussed at interview.	£12.20 an hour rising to £12.60 after probation period

### Background information

Bore Place is home to the Commonwork Trust, a charity set in 500 acres of countryside encompassing an organic dairy farm and vegetable gardens, residential venue, environmental education centre, and programmes providing opportunities for vulnerable and disadvantaged young people. This role sits in the venue team which primarily looks after our guests and spaces booked by groups, families, weddings and retreats.

### Position summary

To perform housekeeping duties and deliver a fantastic guest experience at Bore Place:

- Carry out housekeeping, laundry and cleaning for the Bore Place site, including all accommodation and venue spaces.
- Assist with catering and food service for visitors to Bore Place
- Uphold exemplary standards in Health and Safety to ensure the wellbeing of staff and visitors.
- Provide a warm welcome to visitors of Bore Place, respond to guest feedback and work to continuously improve guest support.

### Primary Responsibilities

#### 1. Housekeeping and cleaning

- Carrying out and maintaining high standards of cleanliness across the venue to complete site changes between visitors and set up equipment for incoming groups.
- Work with guidance from the Housekeeping Manager and Housekeeping Supervisor to perform a variety of tasks in accordance with the booking schedule.
- Keeping all site premises, equipment and facilities clean, stocked, in good order, ready and welcoming.
- Maintain all cleaning and health and safety records and contribute to meetings.
- Report any issues/concerns/damage to property to the Housekeeping & Guest Support Lead
- Report shortages in stock to the Housekeeping Lead.

#### 2. Catering

- Assisting with catering and food service. Serving and clearing up as required.

#### 3. Care of visitors

- Preparing the premises for visitors to a high standard and on time.
- Providing unobtrusive but efficient and cheerful support to visitors during their stay.

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- Liaising with all venue staff to ensure that all visits are successful and enjoyable, providing proactive support to ad-hoc tasks as needed.

#### 4. Being part of the team

- Working with the wider Bore Place organisation to work harmoniously with all, supporting and taking part in staff events as appropriate.

#### 5. Legal requirements

- Adhering to health and safety, food hygiene, COSHH and other statutory regulations.

Due to the nature of the role, it may be necessary to work overtime to be reactive to seasonal demand. Additional hours worked, over and above your agreed contract, will be paid at the normal hourly rate for this position.

#### Person specification

We are looking for someone who will undertake the work cheerfully and with enthusiasm, who takes pride in housekeeping and cleaning, who will work efficiently and cooperatively with others and enjoys looking after our visitors.

##### Essential criteria

- Enjoys housekeeping and cleaning.
- Attention to detail.
- Good timekeeping.
- Fitness and willingness to undertake the work.
- Interest in and support for the aims of the Commonwork Trust.

##### Useful, but not essential:

- Experience of working in hotels and/or catering.
- Experience of client/customer liaison.

#### Benefits of working at Bore place

- Opportunity to make a difference to the lives of others and see the direct impact of your work.
- A programme of staff engagement activities across the year.
- Free parking
- 38 days paid holiday a year (pro-rata)
- Life insurance, EAP, pension, staff discounts on courses and food.
- Coaching and support.
- Opportunity to undertake further learning and training.
- A glorious countryside location.