



POWDERHAM CASTLE

THE HOME OF DEVON. EST 1391

HEAD HOUSEKEEPER

JOB DESCRIPTION

Job Title	Head Housekeeper
Reporting to	Head of Events & Hospitality
Responsibilities	Day-to-day management of the housekeeping of the Castle and Accommodation

We are looking for a truly spectacular person to join the team at Powderham Castle, to help develop and manage this 600 year old Castle. With a growing weddings, events and private functions business the house is required to deliver consistently and the staff to offer outstanding hospitality to our guests.

This role would work closely with other heads of departments, but be responsible for the management of the house which is required as a venue for intimate small wedding ceremonies or larger extravagant receptions of up to 120 people, however during our open season it's also a well loved and well attended visitor attraction with around 40,000 visiting between March and October to take a look around state rooms, servant passages and previously private quarters and so the house must always remain adaptable to suit all needs and meet every expectation. A hands on approach and keen interest in the history of the house is essential to curate the public viewed rooms, and ensure they are cared for and cleaned in a sensitive but thorough manner. Working with the Visitor Experience team you will be expected to complete daily checks of the house to ensure standards are met.

Last year Powderham opened up a self catering 9 bedroom apartment within the Castle, for hire by wedding guests or other private parties. The House and Accommodation manager is responsible for the delivery of a memorable and problem free stay, including the set up preparations, on site experience and smooth departure. As this business grows this role will become a crucial part of the development projects around the improvements and expansion of the accommodation available.

All guests who visit Powderham should receive a consistent level of care, you will be responsible for delivering and maintaining the high standard of service throughout their visit or stay, guests will likely include; wedding parties, business groups, shooting parties, or friends and family of the Earl and Countess of Devon.

You will also be part of the Duty Management Team, responsible for locking up the castle and providing sufficient coverage of senior level management on a daily basis.

Job Description

House Management

- Attend the weekly events meeting to discuss any upcoming events or functions that may have an impact on the house or accommodation
- Attend a weekly operations meeting with the full management team of the castle to confirm activities within the house.
- Attend a weekly meeting with your Line Manager to discuss that week's tasks and responsibilities.
- Deal effectively and courteously with all visitors, suppliers and team members.

Housekeeping

- Manage the cleaning schedule and housekeeping log book for the castle and accommodation and ensure that cleaning is being done to the highest standard.
- Take responsibility for any staff within your team; including conducting performance development reviews and when required recruiting new staff.
- Report all faults and major repair works to the maintenance team, these are recorded in a log and should be tracked to ensure completion of these projects.
- Complete a daily walk around of the entire house to ensure the house is always presented correctly.
- Make sure accommodation rooms are prepared to the correct standard in advance of use or show rounds and complete a sign off with the Head of Events and Hospitality before guests arrival.
- Reduce energy consumption across the business by being conscious of energy usage and utilising low energy products when possible.
- Use natural cleaning products wherever possible, and recycled alternatives when available.
- Take full responsibility for ensuring the house is reset correctly following any functions or events.

Accommodation Management

- Curate the room to suit specific requirements to ensure that they are serviced throughout the duration of a booking.
- Prepare the accommodation following each booking to ensure it's always ready for viewing or can accept last minute bookings.
- Manage the cleaning schedule for the accommodation in line with the standards set.
- Work with project managers during renovation / refurbishment works and facilitate appointments, show rounds and contractor works.
- Show guests to their room upon arrival and show them any public areas, respond to any guest queries during their stay and provide useful information upon arrival.

Health, Safety, Security and Fire

- Key member of the Health and Safety Committee
- Conduct regular alarm checks (both fire alarms and security system)
- Key holder, may be required to open or close various areas of the castle occasionally.
- Act on any reported accidents and record them as appropriate.

- Be aware of and constantly vigilant to the risks of fire and theft.
- Ensure health and safety requirements are adhered to throughout the castle operation, with safety for all staff, volunteers and visitors paramount.
- Ensure that all measures adopted for the security of objects in the public house and storage areas are complied with, e.g. checking doors are locked, cases are locked or alarms working.

Budget Management

- Provide a monthly and quarterly commentary on performance against budget.
- To take responsibility for all spending within the budget.

The Candidate

Essential Attributes

- Previous experience in hospitality (hotel, guest house or similar).
- Basic numerical skills to prepare a financial commentary.
- Environmentally aware and confident using non-toxic and sustainable products.
- Focused energy with a dedicated work ethic.
- Able to work with, and appreciate, hands-on owners and managers.
- Self-motivated, adaptable to new ideas but able to take initiative when required.
- Professional, loyal, honest, trustworthy and discreet.
- Strong communication skills.
- Great leadership skills, with experience in developing and delivering training.
- Able to deliver 'warm and friendly' service and share enthusiasm for the delivery of exceptional service.
- Able to work with colleagues and external partners to continually improve experience.
- Ability to work evenings, weekends and overnight at times.
- Previous IT and Microsoft Office use.
- Full, clean UK driving license.
- Interest in history, art and music.
- A genuine eagerness to engage with health and wellbeing.
- Previous experience in recruiting and managing staff.

Terms of Employment

Place of Work	Powderham Castle, Kenton, Devon, EX6 8JQ
Contract	37.5 hours per week
Hours	Hours will vary in accordance with the accommodation and house schedule, the position will require some evening, weekend
Salary	Up to £22,000 depending on experience

Holidays	28 Days
Pension	The successful candidate will be eligible to join the company pension scheme.
Benefits	Discounted / Free Yoga sessions, phone, 10% off in the castle retail and catering outlets, 10% off at the Farm Shop and country stores, complimentary tickets to events held on the site (subject to availability)

Further Details

Closing Date	13 th August 2018
Interview Dates	Commencing 20 th August 2018
Start Dates	ASAP
How to Apply	Covering Letter and CV submitted to castle@powderham.co.uk

All applicants must be eligible to work and reside in the United Kingdom.