



Job Title: Head Housekeeper

Contract: Full time/permanent

Hours: 37.5 hours per week, 5 days out of 7

About Atholl Estates & the role

Atholl Estates is an exceptional place, offering the best Scotland has to offer in visitor experiences, holiday accommodation, events and timber and food production. The estates are the largest provider of affordable housing to the locally employed in Highland Perthshire, producers of enough hydro electricity to power over 1300 homes and actively planting over 1000 hectares of new woodland and restoring 250 hectares of peatland annually to contribute towards the challenge of addressing climate change and biodiversity decline.

We are probably best known for Blair Castle, the ancient seat of the Dukes of Atholl whose history dates to the 13th century.

The estates have so much to share, being an ideal base for walking, cycling and cultural or nature based sightseeing and we see great potential to make Atholl ever more popular as a place to live, work or as a destination for rural breaks.

It is the responsibility of this role to present our holiday accommodation in an excellent condition for our guests, maintaining the high standard, in keeping with our brand values. The holiday park is open every day March to November inclusive, with the woodland lodges and estate holiday properties open all year round. Our staff generally work on a five day over seven rota.

The successful candidate will organise, observe and motivate while leading from the front, as this will be an operational placement. The head housekeeper will be working alongside their team. Reporting directly to the Head of Tourism, the role leads a diverse team of permanent and part time staff. The estate supports its supervisor team with central services in the areas of finance, IT, health and safety, HR, and legal services.



General Duties

- To lead, support, recruit, train and direct the park`s team.
- To take a significant role in developing the annual budget for park cleaning and then taking a leading role in ensuring expenditure is in accordance with the budget.
- To train staff to promptly identify and report defects and broken equipment.
- To manage supplier contracts and stock control.
- Ensuring consistent safe working conditions for the housekeeping team both in terms of risk assessments and control of hazardous substances.
- Forward planning of work load including staff rotas in liaison with team leaders
- Making orders for cleaning materials, establishing best value and ensuring correct payment.
- Monitor standards of laundry from our laundrette suppliers and delivery / uplift service
- Support, when possible for castle housekeeping.
- Contributing to the estate supervisor group.

Park Housekeeping

- To ensure the park`s visitor accommodation, shower blocks and administration space is maintained in a consistently clean and presentable condition.
- Close integration with reception, administration and warden teams to ensure communication and forward planning is kept as effective and efficient as possible.
- Compliance with estate policies and park accreditations.
- More specifically the Housekeeping Supervisor is responsible for:
- Clean and prepared static holiday homes, lodges and pods for arriving guests.
- Clean and prepared public areas and shower blocks in accordance with the park`s attendance policy.
- Clean and prepared reception, offices, games room, laundry and staff toilets.
- Operational maintenance of washing machines and dryers.

- Deep cleaning of shower blocks as directed by park`s hygiene policy.
- Allocation of duties to cleaning team and monitoring of performance of staff.
- Order laundry stock, preparing dirty laundry schedules and monitoring service from out launderette contractor.
- Ensure staff timesheet`s are accurate and promptly submitted to park administration.
- Contributing to park supervisor team meetings.

Estate Housekeeping

Supporting senior housekeepers to:

- Establish clear training guidance related to written standards of how the property is to be cleaned and presented, both inside and defined exterior areas such as window sills, door steps, patios and balconies
- Maintain high standards of tidiness and appropriate levels of stock in our store rooms through the effective use of an inventory
- In liaison with team leaders:
 - Monitor housekeeping stocks and provide the lodge manager with product details for purchase orders in a timely manner
 - Ensure high and consistent levels of cleanliness and presentation across the properties, aiming to work beside each housekeeper regularly to guide, encourage and motivate. Use photographic records of each room in each lodge to avoid changes to layout gradually developing
 - Periodically audit specified lodge inventories against actual inventories to ensure housekeepers are maintaining levels
 - Note customer requests/complaints and pass on to the lodge manager
 - List and oversee that winter work which includes spring cleaning and any post maintenance reinstatement, is done by housekeeping team
 - Support housekeepers on occasions where maintenance or repair requirements are not being attended to



- Train and encourage housekeepers to notice when maintenance work is required, including minor items like window cleaning or blocked gutters and to report these matters to the lodge manager

The Package:

- A challenging but very rewarding role in a spectacular part of the country.
- Significant opportunity for learning and career development
- Competitive salary, commensurate with experience (to be discussed at short list interviews)
- Attractive employer contributory pensions scheme.
- 26 days holiday plus 4 public holidays p/a.

To Apply:

Before registering your application, we will need to have received your current CV and our fully completed application form accompanied by a cover letter.

The cover letter is a chance for you to expand on your experience and express why you are excited about this role.

Your application pack should be submitted by email to Karen Drysdale, Head of Tourism on karend@atholl-estates.co.uk to be received no later than **Friday 2nd February 2024**.