



JOB DESCRIPTION

Position:	Lodge Housekeeper
Reports to:	Dumfries House Lodge Manager
Salary:	National Living Wage
Location:	Dumfries House Lodge, Cumnock

The King's Foundation

The King's Foundation is a charity founded by King Charles III and was first formed in 1990. Inspired by the vision and values of His Majesty, the Foundation focuses on creating better communities where people, places and the planet can coexist in harmony.

The charity offers education courses for over 15,000 students annually, health and wellbeing programmes for nearly 2,000 people every year, and spearheads placemaking and regeneration projects in the UK and overseas to revitalise communities and historic buildings.

The King's Foundation is headquartered at its flagship regeneration project, Dumfries House in Ayrshire, Scotland, and acts as custodian of other historic Royal sites including the Castle of Mey in Caithness, Scotland, and Highgrove Gardens in Gloucestershire, which are open to visitors. The Foundation also carries out its work at educational and cultural hubs in London, based at The King's Foundation School for Traditional Arts in Shoreditch, Trinity Buoy Wharf on the River Thames and the Garrison Chapel in Chelsea.

The work of The King's Foundation is underpinned by our Founder His Majesty The King's philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future. We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work. We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments. We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

The Role:

Cleaning and tidying Lodge bedrooms and public areas to a high standard of cleanliness, safety, hygiene and adherence to legal requirements. Housekeepers are required to be knowledgeable and be able to respond to situations that arise.

Key Tasks

Specific Duties will include:

- Clean corridors, lobbies, stairways, and lounges as well as guest rooms.
- Organise work schedule from the room status list, arrivals and departures (in head housekeepers absence).
- Distribute linen, towels and room supplies.
- Restock room supplies such as drinking glasses, soaps, shampoos and writing supplies.
- Replace dirty linens with clean items.
- Inspect and turn mattresses regularly.
- Store all dirty laundry in linen bags with Dumfries House Estate policy.
- Monitor guest laundry bags.
- Replace laundry bags and slips.
- Check all appliances in rooms are in working order.
- Realign furniture and amenities according to prescribed layout.
- Respond to guest queries and requests.
- Respond to calls for housekeeping problems such as spills, broken glasses and ironing requests.
- Deliver any requested housekeeping items to guest rooms.
- Remove room service items.
- Organise and restock cart at the end of the shift.
- Ensure confidentiality and security of guest rooms.
- Follow all company safety and security procedures.
- Report any maintenance issues or safety hazards.
- Observe and report damage to Lodge property.
- Other duties, commensurate with the grading of the post that may be assigned by Lodge Manager or Hospitality Manager.

Person Specification

The essential skills, knowledge and experience required are:

- Ability to interact appropriately with customers
- Physical stamina and mobility including ability to reach, kneel and bend
- Reliability and adaptability
- Teamworking
- Integrity

Other:

- The post will be based at The Dumfries House Lodge, Cumnock, KA18 2NJ.
- Variable hours contract.
- Weekend working will be required.
- You must have the legal right to work in the UK.



Applications: Please submit a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson, email address: - hr.recruitment@kings-foundation.org and request an application form.