

HICKORY

Job Title: Housekeeping

Reports to: Housekeeping Supervisor / Venue Manager

Do you have the appetite to join a dynamic & collaborative business?

Purpose of the role

As Housekeeper you are responsible for the rigorous cleaning of all areas of venues both pre and post events. Candidates will demonstrate a pride in their work and a keen eye with attention to detail. You will have the Ability to work to a deadline. Applicants must be compliant with the recycling environmental policies of the company and adhere to efficient use of resources. All areas cleaned must be “event ready” to hand over to the Operations Team for the next event set up.

This role is pivotal to the success of the overall business, therefore it is envisaged as a key team player. The person appointed must be commercially focused, and be an excellent communicator. Strong commitment to customer satisfaction and organisational skills are essential.

You will be a Hickory ambassador, representing the brand!

We are in the business of creating memories, and you will play a pivotal role in helping us do this.

Key Objectives

- Ensure that the cleaning, maintenance and set up of our venues is first class
- Ensure the appearance of the venue encourages excellent feed back
- Contributes new ideas and efficiencies to the team to ensure we continually improve

Key Responsibilities

- Support Housekeeper Supervisor
- Ensure the properties, including the garden area, are cleaned and maintained to the highest of standards so that they look and perform 100% at all times
- Ensure all cleaning supplies are ordered to ensure a continuity of stock
- Candidates will demonstrate a pride in their work and a keen eye with attention to detail.
- Ability to work to a deadline.

Skills and Capabilities

- Well organised and committed to delivering a quality customer service
- Excellent client and team communication skills
- Enthusiastic, proactive and self-motivated

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- Good team player with ability to use own initiative
- Flexible to work out with normal working hours
- Responsive to needs of customer and colleagues
- Ability to meet deadlines and manage time effectively
- Ability to multi-task and keep calm under pressure
- Excellent attention to detail
- Flexible and adaptable
- Hard worker who takes pride in their role
- Ability to acts as an ambassador for the Company

Person Specification

- Well-presented and dressed in appropriate clothing as outlined by line manager
- Mindful of the company's brand and reputation at all times, whether working with internal teams, professional advisors, suppliers and clients.
- Positive, polite and persuasive with effective communication skills.
- Discrete, exert sound judgment and preserve confidentiality.
- Ability to acts as an ambassador for the Company

Hours

- You are employed on a 0 hours contract, to include evenings and weekends – full time hours available
- Willingness and flexibility to work outside these hours when necessary to meet the requirements of the job.
- Shifts can be booked on Hickory's Deputy scheduling software
- The minimum shift we'll ask you to work is 4 hours

Pay

- £10.00 per hour – Accredited Living Wage
- Payments are made weekly in arrears directly into your bank account
- Travel expenses are not paid for the first hour of travel either way. After the first hour you will be paid your normal hourly rate and 35p per mile. If you are asked to transport staff, you will be paid your normal hourly rate and 35p per mile for the whole journey

Location

- Must be willing to work at venues throughout Scotland.