

Job Description: Head Housekeeper

Reports To: Head Housekeeper

Location: Beamsley Project Charitable Trust, Bolton Abbey, North Yorkshire

Contract Type: Permanent Contract/Flexi Hours

Working Hours: Min 8 hours per week

Rate of pay: £12.50 per hour

Job Purpose

As Head Housekeeper, you are responsible for leading the housekeeping team to ensure that the Beamsley Centre, Cottage, and grounds are clean, safe, and welcoming at all times. You will oversee the preparation of linen, manage cleaning and laundry stock, uphold hygiene standards, and support the delivery of an exceptional guest experience.

Key Responsibilities

1. Guest Preparation and Presentation

- Ensure all accommodation, communal areas, bathrooms, and kitchens are thoroughly cleaned to a high standard before guest arrival.
- Oversee and, where necessary, assist in the preparation of clean linen and towels in advance of each booking.
- Check that all rooms are correctly laid out and presentation standards are met, including accessibility-related cleaning requirements.
- Conduct a final quality check before guest arrival, working closely with the Beamsley Host.

2. Team Leadership and Oversight

- Lead and motivate the housekeeping team to deliver efficient, high-quality cleaning services.
- Allocate daily duties, monitor progress, and inspect completed work.
- Provide on-the-job training and mentoring to new or temporary staff.
- Deputise for the Centre Manager on operational housekeeping matters, if required.

3. Stock Control and Laundry

- Maintain accurate stock levels of cleaning products, consumables, and linen.
- Monitor usage and place restocking requests or orders in a timely manner.
- Ensure proper handling, storage, and laundering of linen and towels in accordance with hygiene and safety guidelines.
- Manage rotation of linen stock to ensure even wear and cleanliness.

4. Health & Safety and Hygiene

- Ensure cleaning practices follow COSHH regulations and manual handling procedures.
- Maintain records of cleaning routines and deep cleans.
- Report maintenance or repair issues promptly.

- Use appropriate PPE and ensure the team does likewise.
- Maintain cleanliness of external areas immediately surrounding buildings, including entranceways and patios.

5. General Housekeeping Duties

- Clean and maintain bedrooms, bathrooms, kitchens, and communal areas to a high standard.
- Replenish consumables (e.g., soap, toilet paper, cleaning products).
- Remove rubbish and recycling in accordance with local authority guidance.
- Support deep cleaning of mattresses, carpets, and furniture on a regular schedule.

6. Guest Departure and Security

- Oversee guest departures and inspect areas for cleanliness, forgotten items, or damage.
- On a rota basis, perform lock-up procedures, including fire door checks, setting alarms, and securing all external doors and gates.
- Ensure all security checks are completed.
- Maintain awareness of the key holder responsibilities including:
 - Safekeeping and responsible use of site keys and alarm codes
 - Access control for staff, guests, contractors, and emergency services
 - Responding to out-of-hours security issues if required (subject to rota)

Customer Service

- Be courteous and professional when interacting with guests.
- Support the delivery of an inclusive, accessible and dignified experience for all visitors.
- Maintain confidentiality regarding guest and organisation information.

Professional Conduct

- Set a positive example for all housekeeping and support staff.
- Wear a clean, appropriate uniform and maintain a high standard of personal hygiene.
- Comply with the policies and procedures in the Staff Handbook.
- Accurately sign in and out at the beginning and end of each shift.
- Take part in training as required (e.g., safeguarding, manual handling, COSHH, first aid).