

**GOODWOOD**

**The Role**

The **Housekeeping Attendant** will be part of the Housekeeping team and will report to the Assistant Operations Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

Responsible for ensuring all areas of The Kennels and Hound Lodge are clean, tidy and maintained to a high standard at all times and within the designated time frames. These areas will include Public Areas, Guest Rooms and also laundry duties.

**Key responsibilities**

* To ensure that all of The Kennels public areas including guest toilets, showers and changing facilities are cleaned and maintained to the highest possible standards and in accordance with the cleaning checklists;
* To ensure that all areas of Hound Lodge, including public areas and guest rooms, are cleaned and maintained at all times and set ready for show rounds and guest arrivals, in accordance with the Hound Lodge cleaning checklist;
* To ensure there are sufficient stock levels including towels, toilet paper and toiletries - alerting management when they are low or if there are any stock issues;
* To act upon guest requests and special requirements where necessary;
* To support the management of the linen by organising stock and ensuring that levels are maintained and that unsuitable items are removed and recorded;
* To assist and maintain The Kennels laundry to ensure efficient stock is clean and ready for use in Hound Lodge and The Kennels;
* To remove all dirty linen from Hound Lodge and The Kennels and process in the laundry;
* To control costs where possible without impacting on the level of service or quality;
* To report and log all items of lost property from The Kennels and Hound Lodge;
* To Report all Kennels and Hound Lodge maintenance and defects to the relevant Head of Department;
* To undertake any other duties from time to time when necessary, as requested by the Assistant Operations Manager or Kennels Management team.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!
* A team player

**What do you need to be successful?**

* Fluent in English;
* Experience of working in a customer facing role would be beneficial
* Previous experience of working in a housekeeping department would be an advantage;
* Own or reliable transport is essential due to the rural location of Goodwood;
* A passion for maintaining high standards of cleanliness and presentation is an essential requirement.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 1 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |