



## **Role: Housekeeper**

### **Overview:**

The Rose Castle Housekeeping Team is expanding and looking for new members to join their friendly and detail-orientated housekeeping team. Supporting a variety of events with a positive, can-do attitude, experience is preferable but not essential as full training will be provided.

With a variety of tasks, no two days are the same at Rose Castle. The Housekeeping team consists of a Head Housekeeper and two Housekeepers, who are passionate about delivering a great customer experience to our guests in a beautiful setting.

### **Key Responsibilities:**

- Perform a variety of cleaning activities such as sweeping, mopping, dusting, polishing, bed making and maintaining cleanliness and tidiness of all areas within the estate.
- Ensure all rooms are cared for and inspected according to Rose Castle's standards.
- Collaborate with the team to ensure efficient and effective housekeeping operations.
- Provide exceptional customer service by promptly addressing guests' requests and needs.
- Maintain inventory of cleaning supplies and equipment, reporting any shortages to management.
- Adhere to all health and safety regulations to create a safe environment for both guests and staff.

### **About Rose Castle:**

Rose Castle is set in the picturesque countryside with beautiful interiors and gardens. Rose Castle has an ethos centred on warmth, authenticity, and excellence in hospitality.

As a private venue hosting a rich variety of public events and exclusive hire, including weddings, corporate retreats, family celebrations and meetings. This historic castle is three miles outside Dalston, Cumbria, and close to the M6 and Carlisle, with views South across to the Lake District fells.

Working alongside Rose Castle Company is the Rose Castle Foundation charity. It hosts international programmes and retreats at Rose Castle, and elsewhere, which bring people together across challenging societal divides. Their aim is to equip a generation of reconciling leaders around the world.

### **Required personal attributes:**

- Housekeeping/cleaning experience is preferred; however, on-the-job training is available for those with a passion for becoming a housekeeper.
- Strong knowledge of cleaning procedures and techniques.



- Ability to prioritise tasks effectively.
- Attention to detail and a keen eye for cleanliness.
- Ability to work independently and as part of a team.
- Strong communication and interpersonal skills.
- Flexibility to work weekends and holidays as required (hours may vary depending on events).

**Points to note:**

- Casual or part-time contract basis, with pay rate depending on experience. Includes pro-rata holiday allowance.
- Hours vary each week and may be adapted to suit nursery/school hours.
- Ability to commute to Rose Castle, Dalston, is essential, as public transport is not viable due to the rural location.
- Free on-site parking.
- Uniform and refreshment station provided.
- Pay from £10.00/hour for 17–20-year-olds and from £12.21/hour for those aged 21 and over, with paid holiday allowance.