

HOLKHAM

JOB DESCRIPTION

Job Title:	Housekeeping & Cleaning Services Assistant - Kickstart
Department:	Pinewoods
Responsible To:	Holiday Sales Manager / Reception Team Member
Responsible For:	N/A
Date:	May 2021

THE HOLKHAM ESTATE

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events. The Estates vision is “To be the UK’s most pioneering and sustainable rural estate”.

PINEWOODS, WELLS-NEXT-THE-SEA

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods offers a combination of static holiday homes for purchase, holiday homes for hire and touring caravan pitches. In addition, Pinewoods has responsibility for the beach and beach hut sales.

OVERALL JOB PURPOSE

The aim of this role is to assist the reception team in ensuring the parks rental holiday homes and lodges, along with park facilities buildings are handed over to guests to a 5-star standard. The role will work with the existing receptionist who checks cleaning, presentation, and safety standards, replacing missing or damage items and distributes welcome packs. The role is a link between the Pinewoods in house reception team and a third-party cleaning contractor. The role is mentored by an experience reception team member.

MAIN RESPONSIBILITIES

To work with the reception team in checking standards of cleanliness of hire caravans ensuring the standards meet the 5-star expectation of guests. This will includes providing feedback to Monument Cleaning Company where any standards are not met and ensure they are rectified. The role will undertake basic function tests of key appliances, smoke alarms and check general maintenance and liaise with the park’s maintenance team reporting any damages or repairs required, also ensuring all inventory is in place. The distribution of welcome packs and organising the layout and presentation of items within the caravan is included.

ESSENTIAL SKILLS, EXPERIENCE AND QUALIFICATIONS

This role would be suitable for a keen candidate who has an interest in leisure and tourism hospitality operations and would like to gain industry experience in a beautiful location and supportive environment.