



Job Description

Housekeeper & Cleaner

ACCOUNTABLE TO: Estate Property Services Manager, Castle Custodian

LOCATION: Dunvegan Castle & Gardens
MacLeod Estate, Dunvegan, Isle of Skye IV55 8WF

HOURS: Full-time April – October; part-time October – March

Dunvegan Castle & Gardens is an iconic part of Scotland's heritage at the heart of the 41,000-acre MacLeod Estate on the Isle of Skye. As the ancestral home of the Chiefs of Clan MacLeod for 800 years, Dunvegan is a multi-award-winning 5* heritage attraction, acting as a magnet for an average 180,000 visitors per year. As a major visitor attraction on the island, we operate with a diverse and friendly team who share our passion to preserve, develop and share this unique part of Highland history with our visitors.

This full-time role during the season, and part-time role during the winter is key to preserving the rich heritage legacy of the Dunvegan Castle and ensuring that we maintain our 5* visitor experience. We are looking for a highly motivated couple and/or individuals to join the team and clean the castle and estate properties (year-round) and our seasonal visitor facilities to a 5* standard (1 April - 15 October). You will ensure that all public areas of the castle and the associated visitor facilities are kept clean and well-presented. Working as part of a team delivering exceptional service to our visitors and the family when they are in residence, the ideal candidate will be an honest, self-motivated, and practical individual with previous experience in a similar role, capable of adapting to the requirements of conservation cleaning and managing their time effectively.

As we operate 7 days per week during our open season, this role will suit a couple/individual(s) interested in working flexible hours which may include some evenings and/or weekends during the season. In addition, situations may arise that require you to perform other duties or tasks as may be reasonably requested by your line manager. Onsite staff accommodation can be provided if required.

KEY RESULT AREAS

- Ensuring all public areas of the castle are kept clean and well presented, to enhance the visitor experience and help to preserve the heritage fabric of the building.
- Caring for the castle's historic collection under the guidance of the Castle Custodian, using prescribed conservation cleaning methods.
- Assisting with events and weddings at the castle and gardens, which may include working irregular hours.
- Working alongside the Visitor Facility Cleaners to ensure that all visitor facilities, WCs, and some estate properties including the estate office and staff accommodation are kept clean.

RESPONSIBILITIES

CLEANING & HOUSEKEEPING:

- Cleaning the public rooms and corridors of Dunvegan Castle following appropriate conservation cleaning methods.
- Cleaning selected items of the historic collection on a schedule, using methods outlined in the conservation manual and as guided by the Castle Custodian.
- Cleaning any other high-volume public or private areas as required, including working irregular hours to accommodate occasional events and weddings.
- Regular checking and maintenance of low-volume areas, including back of house rooms and storage areas.
- Laundering and organising a range of fabrics including castle and estate accommodation linen.
- Checking for and reporting signs of any conservation issues such as signs of pest infestation or water ingress/dampness in the castle.
- Alerting your line manager to any items that are missing, damaged or deteriorating.
- Ensuring fresh floral arrangements are looked after during the season.
- Storing all cleaning equipment and products neatly and replenishing or changing items (for example, mop heads) regularly.
- Working with the Visitor Facility Cleaners to ensure that all visitor facilities are clean and well-presented.
- Delivering a professional, efficient, and effective cleaning service that enhances the appearance of this historic attraction, supports a healthy environment, and maintains the 5* visitor experience.

This is a non-exhaustive list. Occasions may arise that require you to perform other duties or tasks as may be reasonably requested by your line manager.

COMMUNICATION

- Maintaining regular communication with your line manager on any issues arising within the scope of this role.
- Taking care to securely store your cleaning supplies in the appropriate place and inform your line manager of any additional cleaning supplies you need before they run out.
- Reporting any signs of conservation issues, damage, loss or deterioration to your line manager in a timely manner.

VISITOR ENJOYMENT & ENGAGEMENT

- Meeting the 5* expectations of our visitors by ensuring that the public rooms and collection of the castle are kept clean and well presented.
- Working as part of the team to ensure our visitors have a good experience at Dunvegan, and receive our trademark warm Highland welcome.

HEALTH & SAFETY/SECURITY

- Ensuring the appropriate protective clothing and equipment is always worn when cleaning.
- Taking reasonable care for the Health & Safety of yourself and others who may be affected by your actions or omissions at work.

- Ensuring that all cleaning targets are met.
- Securely storing all cleaning products and ensuring that cleaning equipment is in safe working order before use.
- Locking up and securing estate buildings and gates once work is completed.
- Following the MacLeod Estate's Health & Safety policy and security procedures.
- All employees are expected to work within the terms of their contract of employment.

KNOWLEDGE, SKILLS & EXPERIENCE:

- Experience of working in a similar role is essential.
- Experience of working in a historic property environment, including cleaning delicate fabrics and antiques, is desirable but not essential. Training will be provided.
- Good knowledge of cleaning products and applications, including COSHH regulations.
- High standards of cleanliness and excellent attention to detail.
- Ability to use a variety of cleaning methods, equipment, and products.
- Ability to self-motivate and work on own initiative.
- Able to prioritise duties effectively.
- Excellent timekeeping and attendance.
- Discrete, honest, reliable, and professional at all times.
- A valid driving licence and vehicle is essential.