



FELDON VALLEY

Job Description

Job Title: Housekeeping Assistant

Reporting to: Hotel Operations Manager

Job Purpose: Using your excellent eye for detail and being responsible for cleaning and maintaining the lodges to the highest standard expected at Feldon Valley. Leading by example whilst working in line with Feldon Valley's values of professionalism, integrity and team work.

Having the energy, confidence and motivation to work in a fast paced and demanding environment, in order to deliver first-class standards; and being confident enough to take action to address issues, professionally, when needed.

Providing the great memories – your work will have a direct effect on guests experience at Feldon Valley.

Who are We?

Feldon Valley was purchased by businessman, Thariq Ahmad, in 2013. His love of the Cotswolds and of Golf led him to Feldon Valley, a North Cotswolds destination with outstanding views of the glorious Cotswolds; and his passion to constantly improve both the Golf Course and Clubhouse has been undeterred. Thariq's vision has been made possible with the expertise of 360 Golf, a golf management company specialising in the redevelopment of Golf destinations.

In 2017, a multimillion pound redevelopment of the site commenced allowing Feldon Valley to grow as a Cotswold retreat for both socialising and pleasure. The Golf Course continues to deliver excellent results and now, for Spring 2018, Feldon Valley boasts a new Contemporary Cotswolds Clubhouse, restaurant & bar, alongside 5 lodges, under the new management of the General Manager who brings a wealth of experience and expertise in this field. With the investment and loyal, hard-working team hand-picked to join us on this new journey, Feldon Valley will become not just a Cotswolds destination but an unrivalled Cotswolds experience.

The Role & Responsibilities

- You are the decision maker and will set the high cleaning standards in the lodges and other areas of the operation.
- To ensure lodges and public areas are cleaned to an exceptionally high standard.
- Using your eye for details to ensure standards are maintained at all times and rectifying issues before they're noticed.
- Responding to guests requests efficiently.
- To be presentable, polite and approachable at all times.
- You will be the 'face' of our lodges. Your work will create the guests memories of their stay at Feldon Valley.
- To be comfortable with shift working including weekend work.
- To be energetic and confident in your ability to deal with a busy and demanding environment.
- Always consider the environment and community with every decision made.
- To ensure awareness and understanding of COSHH – ensuring compliance at all times.
- Report any maintenance issues in a timely manner.

Key skills & Requirements:

- Previous experience in hospitality.
- An acceptable standard of basic spoken English.
- An excellent record of high standards
- A willingness to learn and develop.
- To work on own initiative, but to be a key member of the Feldon Valley team, working together for the bigger picture.
- Ability to problem solve, quickly.
- Calm and collected when in a busy environment.
- Personal pride and honesty. Discretion is an important skill when working in guest bedrooms.
- Having a good eye for detail.
- Able to Step-up; having the confidence to do so but also to admit when you need help.
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A good level of fitness – you will be on your feet for long periods of time.
- A right to work in the UK.
- Willing to undertake DBS checks if required.

Reward:

We understand that passion and commitment works both ways, and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Competitive salary
- Staff Uniform
- Career progression
- 28 days holiday (inc BH's)
- Pension Scheme
- Access to childcare vouchers
- Free Hot drinks and fruit for staff in the rest room
- Use of the Golf Course (restrictions apply)
- A day off if your Birthday falls on a working day
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Room
- Long service awards
- Employee Assistance Scheme
- Bike to work scheme

Signed by Employee: _____

Print Name:

Date:

Signed on behalf of Feldon Valley: _____

Print Name:

Date: