



Role Profile

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| Post: | Heritage Cleaner |
| Salary & Benefits: | £25,000 per annum, company pension scheme and other Holker benefits |
| Hours: | Up to 37 hours per week CAN BE FLEXIBLE |
| Location: | Holker Hall & Gardens |
| Reports to: | TBC |

Job Purpose:

Holker Estate is a busy and diverse estate, covering some 17,000 acres of beautiful countryside in England's South Lakeland. It comprises of many diverse business interests ranging from significant agriculture, architecture, tourism, a racecourse, residential and commercial property, quarrying and aggregates, forestry and holiday parks.

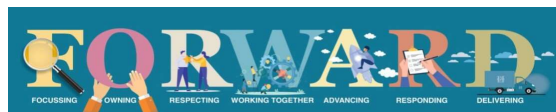
Holker Hall is an historic family home, filled with a wonderful collection of furniture and objects collected by the family over hundreds of years. The collection, and the interiors require thoughtful and specialist cleaning techniques to ensure the preservation of the unique craftsmanship and materials for many years to come, and to ensure the Hall is presented at its sparkling best for the thousands of visitors that come to see us every year.

We can offer some flexibility in terms of hours worked. You will be expected to work weekends and will have at least two days off together.

Key Responsibilities:

- Daily cleaning of the Hall completed to an agreed schedule
- Training and learning about cleaning techniques and equipment, and their use in heritage properties
- Working with the Visitor Services management team to develop an annual plan for the daily/weekly/periodic tasks, and one off cleaning requirements
- Working in collaboration with specialists where a need is identified
- Strict observance of all relevant COSHH regulations
- Positive interaction with visitors

For the full-time role:



- Cleaning the public bathrooms on the Hall & Gardens site to an agreed schedule
- Other ad-hoc cleaning duties as required
- Ensuring a high level of cleanliness is maintained throughout the buildings
- Reporting any damage or physical risk to collections
- Reporting any health and safety challenges

Team Structure and Key Interfaces:

- Reporting to Operations Manager
- Working alongside the Visitor Services Team
- liaising and working with other team members within the Holker Group

Skills, experience and qualifications:

- Previous experience in cleaning required, training will be provided for use of the specialist products and equipment
- Demonstrably high standards, and attention to detail.
- Continuous Professional Development- a willingness to learn and update knowledge and skills through research and training.
- Ability to work independently and collaboratively.

Health and Safety:

- Ensure that the highest level of Health & Safety Standards are met at all times, taking responsibility for yourself, colleagues and visitors.
- Follow all company policies and procedures to ensure compliance and safety.

Diversity: The role holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Other Duties: The duties and responsibilities in this role profile are not exhaustive. The role holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of the post will be mutually agreed with the post holder.

How to apply:

To apply for this role, please send a copy of your CV along with an email stating how you meet the requirements of this role to info@holker.co.uk

For an informal chat about this role, please contact Fran Horne, Head of Visitor Services on 015395 58328.



The Holker Group take pride in their branding and vision ‘**An innovative, thriving group progressing a sustainable legacy for all**’ which encapsulates their values and what they stand for. The ethos being ‘**People. Place. Pride**’ - strive to always adhere to their ethos and vision by operating with a behaviour framework – **FORWARD** (Focusing, Owning, Respecting, Working Together, Advancing, Responding, Delivering) Together with the behaviour framework being delivered through all working practices, standards and behaviours, the Holker Group’s vision is then represented throughout.

FORWARD Performance Framework:

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| Focussing | <ul style="list-style-type: none"> • Suggests improvements to processes and actions to make these more effective/efficient • Is clear in their analysis and communication of issues and solutions • Considers distractions and reacts to those which are important • Makes the effort to pay attention to detail |
| Owning | <ul style="list-style-type: none"> • Takes responsibility for all their own actions and decisions • Owns up immediately to mistakes, including having suggestions for fixing any problems arising • Is realistic and honest about their capacity – to avoid taking on too much and then failing to deliver • Demonstrates the required Holker behaviours at all times • Open to feedback both positive and negative • Represents Holker professionally with the public, including in terms of appearance, communication and attitude |
| Respecting | <ul style="list-style-type: none"> • Considers the impact of their action on others and responds accordingly (e.g. does not return borrowed equipment in a poor condition) • Moderates their behaviour to avoid impacting negatively on others • Gives feedback using emotional awareness, rather than being blunt or glossing-over • Accepts feedback on their suggestions and ideas from a subject matter expert • Ensures every task, process and innovation is Group-compliant; and brings forward any improvements or variances |
| Working together | <ul style="list-style-type: none"> • Has professional and productive relationships with colleagues across the group • Complies with all company policies, processes and initiatives • Consider the negative impacts on colleague/other teams when making changes/improvements and consult where appropriate • Works collaboratively with own team, with other teams, other divisions, stakeholders and external contacts • Supports all development opportunities for their team, especially to the benefit of the Group, overcoming resource challenges to achieve this • Supports development opportunities within their team |
| Advancing | <ul style="list-style-type: none"> • Regularly offers suggestions for improvements to processes and tasks • Understands that change can be difficult at first but makes the effort to persist • Welcomes changes suggested by others to “their own” processes, without feeling criticised or threatened and is prepared to consider and implement changes |
| Responding | <ul style="list-style-type: none"> • Notices that something needs doing – and takes appropriate action • Communicates tactfully but clearly about other people’s ideas, even when not agreeing • Puts into practice all learning, coaching, training and support that has been given; or if still in doubt seeks further clarification. • Makes time to support individuals to develop the requirements (e.g. new skills or behaviour changes) that have been identified |
| Delivering | <ul style="list-style-type: none"> • Fulfils all elements of their job description, supports others and adds value to the group • Says what they’ll do and then does what they said • Communicates on progress early and frequently, especially if they are meeting obstacles • Assesses a project/task honestly at the outset to identify its challenges; and arranges support and resources to achieve the task • Has a realistic approach to planning and communicating what can be achieved with the resources available |

