

JOB DESCRIPTION

Job Title: Private Head Housekeeper

Reporting to: The Private Household Manager and the Duchess of Devonshire

Accountable to: The Private Household Manager and the Head of Group HR.

Responsible for: Private housekeeping and kitchen teams

Purpose of the post to:

To maintain excellent standards of housekeeping at Chatsworth, The Hall, Bolton Abbey and London by professional management and hands on leading of the private teams.

Main Responsibilities:

- Ensure 'five star' standards of housekeeping at all times, training staff to understand and deliver these standards.
- Communicate efficiently with the Duke and Duchess and all other stakeholders (including external contractors/suppliers, Chatsworth and Bolton Abbey staff) to ensure standards are maintained and events run without a hitch.
- Organise rotas including split shifts for the professional and seamless running of the homes. Maintaining and reviewing staff rotas in line with agreed budgets, to include staffing levels and requirements at any location and for all large and small events. Also maintaining accurate holiday records.
- Ensure that the private team present a clean and tidy image at all times whilst at work, paying particular attention to personal hygiene
- Attend to any of the Duchess' housekeeping and personal requirements including provision of professional care of the Duchess' clothes to include repairing, dry cleaning and pressing of items.
- Pack and unpack clothing and personal items for the Duchess and to provide this service for the Duke and their guests in the absence of their Butler.
- Ensure the Family and guests are greeted on arrival promptly and provided with the care they require in a professional, timely and discreet fashion.
- To ensure all the items within the private households including precious objects are handled correctly and maintained and cared for in the right manner, providing appropriate training to staff.

- Temporarily relocate to family homes or any other location the Duke and Duchess are residing in.
- Maintain a high level of security and privacy within the private household working closely with the security team. Understand and comply with all security and emergency procedures. This will include key control, safeguarding valuables and emergency evacuation.
- Ensure the in-house laundry service is adhered to including the washing of bedding, table linen, the Duchess's clothing and guest's items when required. Ensuring all bedding items are changed as instructed by the Duchess and provide an accurate timetable relating to this.
- Ensure adequate stocks of toiletries and paper goods are available for the Duke and Duchess and the Guest Rooms.
- To devise and undertake a deep cleaning rota for the Private Rooms. Undertaking high cleaning from scaffolding at least twice a year. Liaising with the Operations Manager regarding any maintenance work in the Private Rooms. Reporting damage and wear and tear to the Duke and Duchess, and the Collections team.
- Liaise with the Gardens department regarding the flowers and plants required each week.
- Arrange a reliable babysitting service for family guests.
- To undertake any training required for the advancement of the role.
- To comply with health and safety regulations, including providing manual handling training and inductions.
- Undertake regular annual appraisals for the private housekeeping team.

This is a description of your duties and responsibilities at the present time, however, this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.