



# THE BURN

<b>Job Title:</b>	House Manager
<b>Reports to:</b>	Operations Manager
<b>Staff reporting:</b>	Housekeeping Assistants
<b>Based at:</b>	The Burn, Glenesk, Brechin, DD9 7YP
<b>Salary:</b>	£32,000 per anum

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## Job purpose

The House Manager is responsible for ensuring that guests at The Burn enjoy high standards of accommodation, welcome and hospitality. The role includes coordinating the work of the Housekeeping Assistants who are responsible for the standards of cleanliness, presentation and guest facilities.

Reporting to the Operations Manager, the House Manager's role is primarily customer-facing, welcoming guests and supporting the administration of guest check-in/check-out, room billing, and responding to enquiries received via the Burn inbox.

The post supports the administration of commercial, charitable and academic bookings across systems such as Excel and Guestline. It is a varied role requiring close attention to detail, as bookings may change frequently and sometimes at short notice. The position is also hands-on, working alongside the Housekeeping Team to provide clear direction and ensure high-quality standards and expected to assist where needed and lead by example

This is a full-time role, with working hours scheduled according to customer demand and to support the Duty Manager rota for a seven-day-a-week operation with overnight guests. Duty Manager cover includes regular weekend and evening work and requires being on-call as scheduled. If an overnight duty is required, we provide accommodation on site for this.

## Key responsibilities

### Housekeeping management

Oversee the housekeeping team to ensure that guest-ready accommodation is available when required with the highest standards of presentation and cleanliness. This will include:

- Coordinate The Burn housekeeping team to ensure that all accommodation and guest areas meet the required standards of cleanliness and presentation, including setting out what is expected in terms of quality of work to be delivered, ensuring the team has the required resources to carry out their duties effectively.

- Draw up rotas at least a month in advance so that cover is available to meet operational needs and ensure that working hours are captured accurately on timesheets for payroll.
- Ensure all properties and guest areas are kept clean and tidy, dealing with any issues and reporting regularly to the Operations Manager.
- Ensure all products and services required for accommodation are available when needed, including maintaining appropriate levels of clean linen supplied either via the Laundry Contractor or through in-house laundering.
- Maintain and control housekeeping equipment and stock ensuring efficient use of all disposables and materials.
- Ensure Health & Safety standards are followed and fully compliant with current laws and regulations, checking with the Responsible Person as required.
- Be prepared to assume housekeeping duties if required.
- Line management of any directly employed College employees by setting objectives, monitoring performance, updating holiday and absences on SenseHR.

### **Front of House duties**

Work closely with the Operations Manager and the other colleagues to ensure that the day-to-day guest experience is always to the required standards. This will include:

- Welcome guests and complete check-in procedures, ensure they are informed about all the Burn has to offer as well as relevant safety information including fire procedures, local weather updates, or potential hazards on woodland walks and footpaths. Care safety and information are provided in the Room and Property packs for self-catering properties; occasional local updates may be needed.
- Support the Operations Manager and the Catering Manager by coordinating the guest services and assisting with the check-in and departure of groups and communicating any special requirements, including dietary and access.
- Support the Operations Manager in the administration of Guest Welcome by completing regular feedback on venue performance, sharing specific guest feedback and future service requests and reporting any faults, damage or missing items to the appropriate department.

### **Business administration**

- Support the administration of bookings, invoicing and business development enquiries by managing updates through the Burn inbox, keeping meticulous records, ensuring compliance to finance protocols and responding promptly to all enquiries with the appropriate documentation to support their stay.
- Support the practical administration of the business as guided by the Operations Manager.
  - Administration of data and communications relating to hospitality, accommodation and other core business activities.
  - Develop proficiency in the software used for managing lettings at The Burn House and other estate properties (currently GuestLine).
  - Produce reports and forward-booking data for the management team.
  - Supports the Operations Manager with administration of purchase invoices.
- Provide practical support for guest services such as the Flower Room Bar and any events or functions that contribute to income generation at The Burn.
- Undertake any other business administration tasks as appropriate.

## **Other duties**

- Provide Duty Manager cover when required (on a rota basis) for onsite response when groups are in residence.
- Undertake additional duties and responsibilities that may reasonably be requested and fall within the scope of this role.
- Liaise with the catering and estate teams to ensure the smooth delivery of guest services.

## **Person specification**

### **Education and qualifications**

- An appropriate professional qualification such as in hospitality, facilities management, customer service
- GCSEs English and Maths or equivalent as minimum

### **Experience**

- Proven experience in a hospitality, housekeeping, accommodation, or guest-services environment.
- Experience supervising or coordinating teams, including rota planning and monitoring performance.
- Experience delivering high standards of cleanliness, presentation, and customer service in a residential or hospitality setting.
- Experience working with booking, property-management, or hospitality software (e.g., Guestline or similar).
- Significant experience of dealing with guest enquiries, check-ins/outs, and resolving issues
- Proven administrative experience required for the role such as but not limited to handling invoices, report writing, meticulous record keeping

### **Skills**

- Strong leadership and team-coordination skills with the ability to motivate and guide housekeeping staff.
- Excellent customer-service skills with a warm, welcoming, and professional approach.
- Strong organisational skills, able to plan rotas, prioritise tasks, and manage changing demands.
- Confident communicator, excellent written and verbal skills.
- Capable of using all Microsoft Office applications, email inbox management, and digital record systems.
- Knowledge of hospitality standards, guest expectations, and operational best practice.
- Knowledge of Health & Safety requirements and compliance responsibilities within housekeeping

### **Personal Attributes**

- Flexible and adaptable, comfortable with varying workloads and last-minute booking changes.
- Hands-on and willing to assist with housekeeping tasks when required.
- Reliable, trustworthy, and capable of taking responsibility, especially during Duty Manager shifts.
- Ability to work regular evenings and weekends as part of a Duty Manager rota.
- Willingness to stay onsite during overnight duty shifts (accommodation provided).

## How to apply

Please submit your CV, and a short covering letter, stating why you would like to apply and how you meet the essential criteria in the job description and person specification, to: Zakiyah Kihl at [jobs@goodenough.ac.uk](mailto:jobs@goodenough.ac.uk) by **26 March 2026**.

Interviews will be conducted at The Burn and you will need your own transport due to the rural, remote location of The Burn.

Applicants are encouraged to contact Jan Clarke, the Bursar, at [jan.clarke@goodenough.ac.uk](mailto:jan.clarke@goodenough.ac.uk) for further information and we actively encourage prospective candidates to visit The Burn.

Applicants must provide evidence of the right to work in the UK.

*Goodenough College (parent body of The Burn) is committed to and proud of its equality of opportunity and diversity in employment. We welcome all applicants. If invited to interview, please let us know of any specific access requirements you may have.*