



Job Title: Housekeeping Assistant

Reports to: House Manager

Key Relationships: Internal:

Operations Manager

Property and Estates Manager

External:

Groups and individuals as overnight or day Guests at the Burn Mansion

Based at: The Burn, Glenesk, Brechin, Angus. DD9 7YP

Salary: National Living Wage

Hours: Hours will be to suit the business. The Burn is for guests open all year round. This contract will be for a minimum of 5 hours per week.

Job summary

You will be part of a great team, maintaining high standards of housekeeping and cleanliness expected by all our guests. The Mansion is a Grade B Listed Building and there will be an expectation (and full training given) that cleaning will be to a conservation standard where historic fabric is concerned. There are 20 bedrooms, 6 bathrooms and 3 main common areas: Drawing Room, Library and Business Room. Our ethos is 'home-from-home' for our guests, for whom the high standards of hospitality, service and quality of accommodation is the best part of their visit here.

Working under the guidance of the House Manager, you will be part of the team that changes the rooms and other properties over from one group leaving to welcoming the next. We have developed a great system to make sure that all rooms and bedrooms are ready in time and made up to a high standard of presentation. We have an external laundry company who looks after the Burn Mansion laundry and we have our own in-

house linen and do our own laundry for the self-catering properties (North & South Lodges).

You will be given detailed training on cleaning routines, presentation of the bedrooms and common areas and guidance on the most efficient way to tackle a full change-over.

Our guests are predominantly private groups who are here to celebrate a family event or groups who are here for an academic retreat, wellness and relaxation gathering or other function. You will take pride in having a keen eye for detail so no task is missed and you will enjoy the camaraderie of a great team running a smooth and efficient housekeeping function.

Everything we do helps our charitable objectives.

Key responsibilities

Housekeeping:

Ensure all rooms and common areas are clean, welcoming and ready for each groups arrival and their individual needs such as conference equipment, is where it should be when they need it.

Advise House Manager on levels of linen, cleaning materials and disposables.

Work as part of a rota across the team, so that the mansion and other properties are always ready for optimum occupancy levels, as bookings can come in last minute.

Keep back of house areas clean, clutter-free and tidy such that the function of whole mansion changeovers are completed to the optimum efficiency. Liaise with colleagues on the availability and safe storage of kindling, coal and logs in the colder months such that the open fire is lit and kept in when needed and safely out when not.

Follow a cleaning rota and schedule for deep and occasional cleaning when the mansion and other properties are not occupied. Ensure all areas are run with the maximum consideration to the health, safety and welfare of all our guests.

Keep appropriate records of tasks, maintenance and repair requests and stock levels.

Cleaning

Ensure all areas are cleaned to the highest standards in an efficient manner and using the methods and materials suitable for all the furniture, surfaces and spaces, working to ensure that each bedroom is spotlessly clean and equipped with all that the guests need to be comfortable.

Health and safety

Adhere to all health and safety practices and policies, risk assessments, compliance and procedures. Minimise wastage and follow The Burn policies by recycling and disposing of waste correctly.

Ensure you and your team are adequately trained and inducted on health and safety as it relates to your roles and responsibilities.

Events

Support the wider team with the set-up, preparation, service and clear down of all events. The Burn hosts occasional formal F&B events.

Team work

Work cooperatively and collaboratively with your team to effectively meet the needs of The Burn Housekeeping service.

Person specification

Essential

Some knowledge and experience in a housekeeping or cleaning/change-over role, ideally within a large private, historic home or hotel.

A good understanding of the many tasks that need to be undertaken thoroughly and at pace in order to transform The Burn Mansion from the exiting of a large group to the welcoming of the next group.

A strong sense of excellent customer service and an enthusiasm to provide the best experience for all guests staying at The Burn.

Good Communication skills to engage with a diverse team and to be a welcome presence for our guests who are from across the globe.

Willingness to follow and policy, procedure and instructions.

Good awareness of health and safety and security issues as they relate to this role.

This is a physically demanding role where most of the bedrooms in the Mansion are on the first and second floors where there is no service lift, so carrying linen and laundry (within the limits of safe manual handling) and sliding beds out of place to vacuum underneath them, for example, is a daily task.

You may be required to drive a small estate vehicle to transport laundry, linen and other items for the properties at the far end of the estate.

Desirable

Some experience in conservation cleaning.

Some background information

The Burn is a 20-bedroomed Mansion House, Listed Grade B, originally built in 1791, but largely remodelled in 1933-35. Once the home of the Russell family, they left the

Mansion and 200-acre estate to what became Goodenough College back in 1949, in memory of their son, James, who was killed, aged 21, in WWII.

Since then, it is open to academics, mostly from Scottish Universities and to the Goodenough College Members in London as an academic retreat. We also welcome other groups such as large family gatherings, parties, weddings, etc.

We offer exclusive hire of the Mansion, on a full-board basis, with the Chef and his team preparing family food for breakfast, lunch and supper, all served in the dining room. It is family service, however, for some of our events, a more formal dining experience is required. Guests enjoy this 'home-from-home' atmosphere in a large, but informal and cosy country mansion. In the other properties, we offer holiday accommodation in 3 self-catering properties.

The gardens and wider estate are a beautiful woodland oasis, with lots of walks, fishing, and the chance to get close to nature and experience this beautiful park of rural Scotland.

We are a small, dedicated team delivering high standards of hospitality within a stunning historic estate that has beautiful walks and scenery.

This is a varied, sleeves-rolled-up role, working across all of the properties that welcome guests to The Burn. Whilst this role is largely behind the scenes, you should be happy to meet guests and deal with their requests/enquiries during their stay, some of whom may be experiencing their first ever visit to Scotland, or, indeed, the UK.

The Burn is in a rural, remote location, so having your own transport will be a necessity.

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 **by 31 August 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 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.