

Holiday Let Housekeeper and Custodian – Cupar Burgh Chambers

About FHBT

FHBT is a Building Preservation Trust, formed in 1997 to restore and find new uses for at risk historic buildings in Fife. The Trust works closely with Fife Council and with partner organisations and local communities. It has a strong track record in delivering heritage regeneration projects, helping to bring over £35m investment to Fife's historic buildings since 1999. Current FHBT team: FHBT Manager, Finance & Administration Officer, Project Officer, Holiday Letting and Marketing Consultant, plus self-employed Holiday Let Housekeepers and Gardener. The Trust is also assisted by volunteers and the active role-played by the FHBT Board of Trustees. Find out more at www.fifehistoricbuildings.org.uk or follow us on Facebook/Instagram @FifeHistoricBuildingsTrust or Twitter @FifeHistoricBT.

About Our Holiday Lets

FHBT has retained some of the buildings it has previously restored and has ongoing management responsibility for a small property portfolio inc two successful self-catering historic holiday lets:

Kinghorn Town Hall: Comfortable stylish 3-bedroom apartment in a beautiful historical building with a genuine wow factor: guests feel like they are staying in their own castle! Sleeps 5.

John McDouall Stuart View, Dysart: 1-bedroom holiday apartment in Dysart with lovely sea views. Sleeps 2. The birthplace of explorer John McDouall Stuart, who led the first successful expedition through the Australian mainland from south to north and return.

Cupar Burgh Chambers: Newly restored Georgian property over two upper floors, consisting of two bedrooms each with an ensuite and a large living space. The apartment sleeps seven, including a sofa bed and extra single bed.

Please note there are no lifts in any of the properties

Essential Function – Role Summary

You will be responsible for cleaning and preparing a unique period apartment that is let for holidays, ranging from 3 nights to 3 weeks. Changeover days and hours per month will vary, however on same-day changeovers the work is to be undertaken between 10.00 and 16.00 and this is usually over the weekend. The majority of bookings are in advance so you will be able to work out when you can get into the properties, however we do on occasion receive last minute bookings, two days out.

As well as regular cleaning, the property will require to be deep cleaned throughout the year, to ensure the property is at the highest standard. It is essential to thoroughly check the property for damages and breakages, trying to catch any issues before they become problems.

Key holder – you will be the main key holder and the first point of contact, both for guests if there are any problems during their stay and for emergency access to the property between lets. This will sometimes mean attendance out of hours.

Key Accountabilities

Housekeeping

You will make sure that the property is thoroughly cleaned and prepared ready for the guests to arrive. Paying close attention to details, you will check the building has the correct inventory and report any maintenance issues to the Holiday Letting & Marketing Consultant. You will manage the supply and quality of linen – including washing and ironing of all linen at changeovers. You will provide a welcome tray including fresh milk, bread, biscuits and flowers and keep cleaning supplies stocked. Where there are no consecutive bookings, you may be asked to check and refresh the building. You will care for the property as if it were your own to ensure that our guests have the best possible experience.

Induction and guidance will be provided to ensure that you are familiar with the workings of all features of the property – e.g. Wi-Fi, heating, alarms – and to ensure you understand the service contracts and emergency contacts in place to provide support when required.

Skills

Attention to detail and commitment to customer care are essential in this role. General cleaning and experience in physical, practical tasks is an advantage. You will be self-motivated, with an enthusiastic

attitude and willingness to work in a historic building. Able to balance tasks, and manage your workload. Maintenance skills would be beneficial, to fix any small problems within the property, tightening wobbly chairs, replacing light bulbs, fixing/replacing broken toilet seats etc.

Main Changeover Tasks

Hoover/mop/dust all rooms, halls and stairs, check kitchen items to ensure have been cleaned and returned to correct area, if not clean then clean these. Strip beds and replace with fresh linen and towels, clean and iron used linen and towels, clean bathrooms, empty rubbish bins, tidy up the property/make presentable. Set up the welcome basket, leave out enough cloths, tea towels, dishwashing tablets for next guests, make up extra beds if required, clean internal windows, check all light switches/light bulbs, perform internal checks, check equipment is working, cooker/grill/extractor fan etc, maintaining stock levels so bulk items of cleaning materials can be ordered in advance.

About You

A self-motivated individual with high standards of customer service and cleaning, the chosen custodian/housekeeper must be able to multi-task and manage their own time to ensure the property is cleaned, everything is stocked up and presented well for the guests arriving - 5* reviews are our aim for housekeeping. Attention to detail is essential, as it will be up to the housekeeper to make sure that everything in the apartment is organised and safe for the guests arriving. This is an opportunity to play your part in welcoming guests to enjoy this landmark building – an exciting new venture in Cupar.

Education

No formal educational qualifications are required.

Requirements

Requirements	Essential	Desirable
Knowledge		How the holiday let industry works
Experience	Good housekeeping standards	Professional cleaning experience, Holiday let cleaning Key-holding experience
Personal attributes	Polite and friendly with a positive attitude. Willing to go the extra mile for the guests Trustworthy and reliable.	
Skills and abilities	Self-motivated and organised	
Other special requirements Travel, communication etc	Telephone, internet and e-mail access is required Able to transport yourself to the property at any time 24/7	Basic DIY skills for minor repairs
Ability	Must be able to work by yourself, including using small step ladders to change lightbulbs, able to use stairs	

Rates

£12.00 per hour

Please note this is a self-employed position – with payment on invoices, assumed weekly.

Application Process

Please send your CVs and cover letters to beth@fifehistoricbuildings.org.uk