

## Linen Porter

*We aim to give our customers a fantastic experience at Dartington Hall. You'll ensure our customer facing areas are kept spotlessly clean, tidy and well maintained.*

### SOME OF THE MAIN THINGS YOU'LL BE DOING:

- Provide friendly, efficient customer service to internal and external customers with a 'can do' attitude.
- Main responsibilities will include, transfer of clean and dirty linen to the relevant locations, restocking of cupboards, public area cleaning and bedroom cleaning support.
- Maintain meaningful dialogue with your team members to ensure you work as a team to get the job done, helping out your team members when needed and checking each others rooms before a guests arrival to ensure high standards.
- Take responsibility for effective and efficient housekeeping activities and routines within Dartington Hall.
- Report any maintenance requirements to your line manager in a timely manner and work with the maintenance team to provide an ongoing programme of maintenance.
- Provide and safe and healthy environment whilst being responsible for your own health and safety and that of your colleagues and customers.
- This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative and a commitment to great customer service.

### ROLE DETAILS:

DEPARTMENT: Estate Cleaning

REPORTING TO: Cleaning Manager

### WHAT YOU WILL BRING:

- Excellent customer service towards all internal and external customers. Leadership through creative problem solving, a positive can do attitude and a willingness and desire to ensure all who come into contact with Dartington have the best possible experience.
- Excellent attention to detail, a flexible approach, can do attitude and pride in your work.
- The ability to work as part of a team delivering exceptional standards of cleanliness.
- Have a good understanding of and work towards the purpose, values and strategy of Dartington.
- Commitment to work hard and act in Dartington's best interests at all times

