



## Job Description – Housekeeper (part time)

<b>Day to Day Report:</b>	Head Housekeeper
<b>Line Manager:</b>	General Manager
<b>Hours:</b>	16-24 hours per week (Between Monday to Sunday)
<b>Salary:</b>	£12.50 - £15.00 per hour including holiday pay and service charge (Tronc)
<b>Location:</b>	Between The Abbey Inn, Byland (near Wass), YORK, YO61 4BD and The Black Swan, Oldstead, (near Thirsk), YORK, YO61 4BL

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As **Housekeeper**, you play a vital role in creating memorable stays for our guests by maintaining exceptional standards of cleanliness, presentation and comfort across two distinctive hospitality locations: the Abbey Inn, Byland and the Black Swan, Oldstead.

Reporting to the Head Housekeeper, you are central to the smooth day-to-day running of the housekeeping function and to delivering a consistently high-quality guest experience. From time to time, you will act on direction given by the General Manager or Company Directors. The Abbey Inn offers three beautifully appointed rooms, while the Black Swan, Oldstead, features nine rooms within a nationally and internationally recognised destination known for excellence.

This role is suited to a reliable, quality-driven individual with proven housekeeping experience in a fast-paced, dynamic environment. You bring impeccable attention to detail, a strong understanding of housekeeping systems, standards and best practices, and genuine pride in your work. With a proactive approach to organisation and deep cleaning, you consistently uphold five-star standards while adapting to the demands of a busy hospitality operation.

### Role & Key Responsibilities

- Service all guest bedrooms and designated public areas at both the Abbey Inn, Byland and the Black Swan, Oldstead, ensuring they meet established five-star standards prior to daily inspections.
- Maintain exceptional levels of cleanliness, hygiene and presentation across all accommodation areas, following a structured deep-cleaning schedule.
- Support the General Manager with the effective running of housekeeping operations, including laundry coordination, stock control and guest experience management.
- Ensure full compliance with health and safety legislation, hygiene standards and licensing requirements.
- Identify, report and log maintenance issues, damages or health and safety concerns promptly using the Fault Fixer App.
- Work collaboratively with colleagues to ensure smooth daily operations and a seamless guest experience across both sites.

### The Person

- Impeccable attention to detail with a strong sense of pride in maintaining high standards.
- Well organised and efficient, with the ability to manage time and prioritise tasks effectively.
- Clear, professional communication skills with a friendly and approachable manner.
- Dependable, conscientious and self-motivated, with a strong work ethic.
- Able to work independently using initiative, while contributing positively as part of a wider team.
- Flexible, adaptable and calm when working in a fast-paced or changing environment.
- A genuine passion for hospitality and an understanding of how housekeeping contributes to the overall guest experience.

### Working Environment

This role operates across two hospitality sites and involves the physical demands typical of housekeeping work, including cleaning, lifting and standing for extended periods. Flexibility may be required to meet operational needs at either location.

**Our people are the most important part of our business**, and we provide a fantastic place to grow and develop your skills with excellent pay and good work/life balance.

We offer staff discounts across the group, opportunities for professional development, including internal progression and access to training.

#### **Recognition at The Black Swan, Oldstead**

- Michelin Star restaurant.
- Four AA Rosettes for exceptional quality.
- Michelin Green Star for sustainability.
- Named *World's Best Rated Restaurant* by TripAdvisor.
- Highly rated accommodation, with recognition for five-star guest room standards.

#### **Reputation at The Abbey Inn, Byland**

- Consistently positive guest reviews for accommodation, with particular praise for cleanliness, comfort and service.
- Unique and memorable setting overlooking the ruins of Byland Abbey, frequently highlighted in guest feedback.

To apply, please email Deborah via [careers@tommybanks.co.uk](mailto:careers@tommybanks.co.uk)