

# Shetland Amenity Trust – Caring for Shetland’s Heritage



## Job Description: Custodian – Self-Catering Lighthouse Cottage

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<b>Job Title:</b>	Custodian
<b>Status:</b>	Permanent, part-time as required
<b>Department:</b>	Business Services
<b>Location:</b>	Sumburgh Head Self-Catering Lighthouse Cottage
<b>Pay:</b>	Monthly retainer £86.29 and cleaning charge of £25.88 per let. Laundry service will be reimbursed separately.

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### Overview

The Custodian will be the first point of contact for guests during their stay and will ensure that the property is in a clean and tidy condition at the start of each let. Other duties include providing a laundry service, reporting maintenance issues, undertaking basic health & safety checks and ordering supplies from the Trust’s Business Services Team.

### Key Duties

Main point of contact with guests:

- Reservations are processed by the Business Services Team and copies of bookings are emailed to Custodians to enable them to prepare the cottage for the arrival of guests.
- Prior to arrival guests are requested to contact the Custodian to discuss access to the property and agree arrangements for keys, etc.
- Guests may report maintenance issues during their stay and these must be investigated and if necessary, maintenance is to be promptly requested from the Trust’s Facilities Team.

Cleaning:

- The cleanliness of the property is paramount. Custodians will follow the Trust’s Cleaning Plan for the property.

Laundry:

- Provide laundry service for linen for the property. Laundry is charged separately to the Trust and paid monthly on the submission of laundry invoices.

Maintenance:

- Custodians will be required to become familiar with the day to day operations of the building e.g. heating, electricity, water supply, fire prevention equipment, etc. in order to respond to guest enquiries in the first instance.
- Ensure that maintenance issues for the property are reported to the Trust’s Facilities Team promptly.  
Undertake basic health & safety checks

**Supplies:**

- Monitor the stock of cleaning products, PPE, cleaning equipment and guest welcome packs and order from the Trust's Business Services Team.
- Prepare guest welcome pack (bottle of milk, packet of oatcakes, starter pack of tea, coffee, sugar and toilet rolls). All items except milk are provided by the Trust. Milk is to be purchased by the Custodian and will be refunded monthly in arrears.

**Requirements**

- Experience in undertaking housekeeping duties
- Able to clean to a very high standard
- Have excellent attention to detail
- Have a pleasant disposition
- Able to make regular visits to the lighthouse when required

**Cleaning Cover**

As bookings can be made months in advance, Custodians are asked to give as much advance notice of leave as possible so that alternative arrangements can be made.

If you require to be away from home for any length of time we must ensure that the role of Custodian is properly covered with a relief custodian.

**Special Conditions:**

- Covid 19 – Whilst cleaning is always of the utmost importance, properties are currently being operated under regulations regarding Covid-19. This will require Custodians to undertake enhanced cleaning duties.