

Join us as a Housekeeping Assistant

Where stays become stories.

CLASSIC LODGES®

About Classic Lodges

Classic Lodges is a privately owned hotel group established in 1992, with eight unique hotels set in some of the UK's most captivating locations. Each of our properties has its own character, history, and story to tell, from elegant country houses to charming coastal retreats.

About the Role

Role:	Housekeeping Assistant
Department:	Housekeeping
Hotel / Location:	Lakeside Hotel & Spa
Responsible to:	Head Houskeeper
Responsible for:	N/A

Purpose of the Role

To contribute to our purpose: "To create meaningful experiences that connect people, places and memory" by ensuring guest bedrooms and public areas are clean, comfortable and welcoming, creating spaces where guests can relax and enjoy their stay.

Activities involved in this Role

- Clean and prepare guest bedrooms to required standards
- Change bed linen, towels and replenish guest amenities
- Ensure bathrooms and guest areas are hygienic and well presented
- Report maintenance issues or lost property promptly
- Maintain housekeeping trolleys (if applicable) and storage areas
- Follow cleaning procedures and hygiene standards
- Support cleaning of public areas when required
- Work efficiently to ensure rooms are ready for arriving guests
- Additional activities may be required in line with business needs

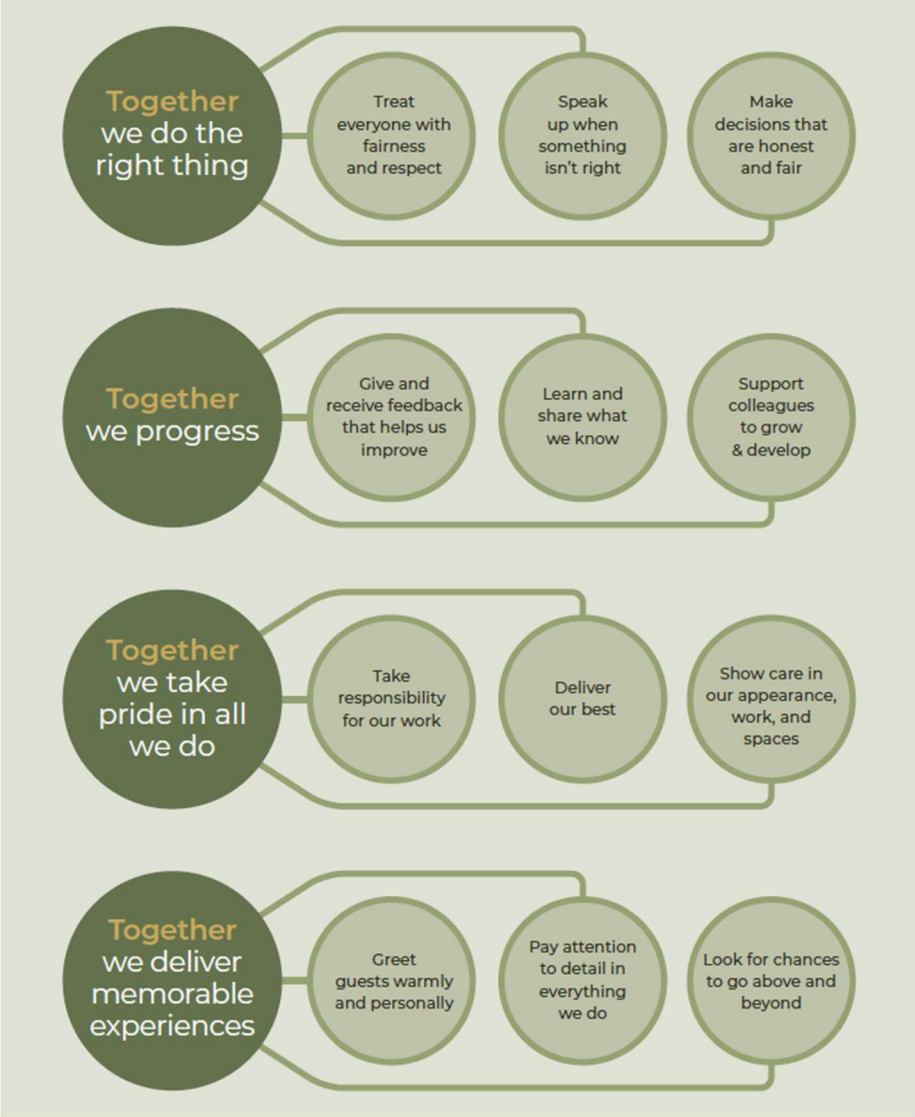
What Success Looks Like

- Guest rooms & public areas of the hotel are clean, welcoming and well maintained.
- Housekeeping supplies and linen are organised and available when needed.
- Guests experience clean and comfortable shared spaces.
- Work is completed safely and to hygiene standards.

Our Values & Behaviours

At Classic Lodges, our values and behaviours are at the heart of everything we do. They guide how we work, how we treat each other, and how we create meaningful experiences for our guests.

In every role, living our values is just as important as the tasks you perform. By following our behaviours you help make our hotels special for every guest and every team member.



What You'll Need to be Successful in This Role

Essential Core Skills	**Guest-focused mindset** Always thinking about the guest experience, taking pride in delivering warm hospitality and looking for opportunities to make each stay enjoyable and memorable. **Health, safety & hygiene awareness** Understanding the importance of maintaining safe, clean and hygienic environments for guests and colleagues, and following all relevant procedures and standards. **Reliability & professionalism** Being dependable, punctual and taking responsibility for your role, while representing the hotel with a positive and professional attitude. **Teamwork & collaboration** Working supportively with colleagues across departments, communicating openly and helping each other to deliver the best possible experience for our guests.

This role requires flexibility which may include weekends, evenings and peak periods in line with hotel operations.

To succeed in any role within Classic Lodges, candidates must show that their values and behaviours align with ours. This alignment will be evaluated throughout the recruitment process.