

Role Profile

Job title	Housekeeping Assistant
Reporting to	Centre Director with support of House Keeping Supervisor
Has reporting	n/a
Starting salary	Grade A. £13.24 per hour.
Job type	Various
Location	Dundreggan Rewilding Centre Glenmoriston Inverness IV63 7YJ

Dundreggan and the Rewilding Centre

Dundreggan is our 10,000-acre estate in Glenmoriston between Loch Ness and Skye. Since 2008, the estate has been transformed by Trees for Life and its volunteers into one of the best examples of forest restoration in Scotland. It includes a ground-breaking tree nursery and is where many volunteers come to take part in rewilding projects.

The Rewilding Centre opened in April 2023 and serves as a gateway to make Dundreggan, and the work being done here, making rewilding more accessible to a broader audience. It operates under the Enterprises arm of Trees for Life and is a commercial business.

The site includes an innovative visitor centre, a café, 40-bed accommodation, events and educational facilities. The Rewilding Centre welcomes visitors of all ages, interests and backgrounds to explore the natural, Gaelic and cultural heritage of the Highlands and be inspired by rewilding initiatives, including the restoration of the Caledonian forest.

Trees for Life

Trees for Life stands at the forefront of rewilding in the Scottish Highlands. Hopeful and bold, we are committed to creating nature-rich landscapes that include and support people. Working on a grand scale, we aim to close the gap between people and nature.

Focusing on Scotland's spectacular Caledonian forest, we foster biodiversity and encourage natural processes essential to life. From the iconic red squirrel to the elusive lynx, we are working to bring more life back to our landscapes.

Rewilding is a shared journey. Together with communities, we are restoring Scotland's natural and cultural heritage while supporting local livelihoods. Join us on this path of hope and positive action. Rewild the Scottish Highlands.

Join the Trees for Life team!

Join our friendly, values-driven team, taking practical steps to rewild the Scottish Highlands. We offer competitive pay and benefits, flexibility, great working culture, and much more. We welcome applicants

from all walks of life, with diverse backgrounds, cultures, perspectives, and experiences. If you require any adjustments during our recruitment process, that would enable you to do as well as possible in the process, please let us know.

Don't meet every single requirement? That's okay. We're committed to building an inclusive team, and we know that skills and experience come in many forms. The right mindset, attitude, and potential to grow are just as important to us as ticking every box. If you're excited about this role, meet the core criteria and feel you can make a meaningful contribution – please apply.



Our values

Our values are at the heart of our mission to rewild the Scottish Highlands, guiding us in everything from the daily rhythms of office life to the development of our landscape-scale initiatives.

We are *Bold*

We are an ambitious charity with a critical purpose. For us, being bold means thinking about landscape restoration on a grand scale, embracing innovative rewilding methods and challenging the status quo. This approach ensures that every step we take is a bold stride toward a revitalised, thriving natural landscape.

We are *Collaborative*

Our approach, deeply rooted in community and collaboration, involves working closely with local communities, conservation groups, landowners, and volunteers. Finding common ground and working together we will initiate positive solutions to the twin climate and biodiversity crises.

We are *Pragmatic*

We embrace pragmatic and sustainable solutions in everything we do. We are always mindful of our duty to our supporters, our volunteers, our staff and above all to Scotland's wild forest. By adopting practical solutions, we safeguard our efforts and ensure a resilient future for our initiatives.

Overall purpose of the job

The Dundreggan Rewilding Centre will welcome an estimated 60,000 visitors each year by 2027, including a mix of day visitors, corporate groups, education groups, special interest groups and overnight guests staying at the on-site accommodation.

The overall purpose of a House Keeping Assistant is to ensure that our guest's accommodation and the Rewilding Centre are clean, organised and well maintained, enabling visitors and guests to focus on things that matter most to them, exploring the different walks, joining a guided tour and enjoying our onsite facilities.

Key liaisons

The role will be managed by the Centre Director and supervised by the House Keeping Supervisor, whilst building strong liaisons with our Business Operations Coordinator and Property Manager, in relation to guest accommodation bookings and various options of venue hire and building maintenance.

Key responsibilities

Key responsibilities include:

- Clean and sanitize rooms, hallways, bathrooms, and common areas.
- Dust, vacuum, mop, and sweep floors and surfaces
- Change linens and make beds as required
- Empty trash and dispose of waste properly
- Replenish supplies such as toiletries, towels, and cleaning materials
- Follow established cleaning schedules and procedures
- Use cleaning equipment and chemicals safely and correctly in line with COSHH regulations
- Report maintenance issues, safety hazards, or damaged items
- Adhere to health, safety, and hygiene standards
- Provide courteous and professional service when interacting with others
- Support other departments when required to, when authorised to do so by your manager.

Person specification

The successful candidate for the role will be able to demonstrate:

- Attention to detail, focused on presentation and maintaining exceptional standards of cleanliness.
- Strong interpersonal skills, with excellent communication skills.
- Proactive and adaptable, able to find solutions for any issues that might arise with guest's rooms.

Knowledge and experience

Essential:

- Excellent organisation and time management skills, ensuring rooms are ready for the next check in times.
- Experience in completing Cleaning Audits, COSHH Records.
- Be customer focused, and handle difficult customer situations, knowing when to escalate the matter further.
- Ability to mentor new members of the team.
- Understand stock control and laundry management.
- Physical stamina, ability to perform physical tasks, including lifting, moving hotel room furniture to clean, and stand for long periods of time.

Desirable:

- First aid at work qualification.
- Experience in housekeeping or relevant field.
- Manual handling (Lifting) qualification
- Fire safety qualification

Personal attributes

- Proactive and self-motivated approach to getting work done
- Able to take direction from team supervisor
- Reliable, punctual and trustworthy.
- Positive, friendly with a pragmatic and approachable attitude.
- Committed to the ethos and values of Trees for Life.
- Is flexible, able to work various shift patterns.

Skills and competencies

- Excellent communication skills with both visitors and colleagues.
- Ability to multi-task in a fast-paced environment.
- Excellent organisational and time management skills.
- Competent with basic administrative tasks.

Working conditions and special demands

- The role will require rota working including weekends, mornings, evenings and bank holidays.
- Due to the location of the Rewilding Centre, a full and valid driving licence is essential, or a solid plan for daily commute to work each day.
- Due to the nature and seasonality of the business, most annual leave may need to be taken in the quieter times during the year.