



Lead Housekeeper & House Lets Coordinator

Jamie's Farm is a national charity that delivers residential programmes for young people facing challenges. We work in partnership with schools and organisations to provide therapeutic support in a safe and nurturing farm environment. Our farms also offer Airbnb stays, with all proceeds supporting the charity and helping us continue delivering our programmes.



Position Summary

The Lead Housekeeper & House Lets Coordinator will play a central role in maintaining the **warm, homely and high-quality environment** that is essential to the Jamie's Farm model, while also overseeing our **house lets business** at the farm. This combined role ensures that both our visiting groups of young people and our house let guests experience a consistently exceptional standard of hospitality, care and cleanliness.

The role involves leading the housekeeping team at our Skipton Farm, ensuring the site is clean, well-presented and welcoming for all visitors. The postholder will oversee daily housekeeping operations, support the hosting of onsite events, including corporate away days and external visits, while upholding Jamie's Farm's values and ethos. They will manage all aspects of our house lets working closely with the House lets manager to maximise revenue and maintain our five-star reputation on platforms such as Airbnb.

You will be a key figure of hospitality for guests and young people alike. Success in this role requires a **strong work ethic**, excellent organisational skills, clear communication with internal and external stakeholders and the ability to work both independently and collaboratively.

Main Responsibilities

1. Housekeeping Leadership

Responsible for all major housekeeping activities, including:

- Maintaining a consistently high standard of cleanliness throughout the site.
- Preparing all accommodation for visiting groups of young people, including managing the laundry service for bedding.
- Ensuring all areas of the Skipton farm are well maintained and reporting any maintenance issues promptly to the Head of Farm.
- Recruiting, coordinating and supporting the housekeeping team.
- Overseeing training for housekeepers and ensuring cleaning standards are met.
- Managing and ordering housekeeping supplies
- Ensuring daily and weekly housekeeping duties are completed and signed off.

2. House Lets Coordination

Directly responsible for managing all house lets across the farm, with the support and help of the House lets manager:

- Managing bookings and communicating with guests before, during and after their stay.
- Managing property availability on Airbnb and ensuring no clashes with the Jamie's Farm programme or other activities.



- Ensuring all properties are ready for guest arrival and presented to a high standard.
- Welcoming guests or arranging access and being available for any access-related issues.
- Responding promptly to any issues that arise before, during or after a booking.
- Ensuring all guests receive a warm, friendly welcome and an excellent experience.
- **Maintaining five-star ratings**
- Overseeing all Airbnb communications to ensure they are timely, helpful and professional.

Experience, Skills & Abilities

- Previous housekeeping or cleaning experience is essential.
- Strong work ethic with confidence to work independently, use initiative and solve problems proactively.
- Warm, hospitable and welcoming manner, with excellent communication skills when engaging with young people, guests, visitors and colleagues.
- Strong organisational skills including the ability to manage a bookings, diary and competing priorities effectively.
- Confident using IT and online systems for everyday communication and administration.
- Ability to coordinate a small team and maintain consistently high standards of cleanliness and presentation.
- Passion for working in a small, dynamic team within a growing charity.
- A commitment to Jamie's Farm's values, with a respectful and inclusive approach to everyone who visits, works or stays at the farm.

Work pattern & benefits

- **Part-time - minimum of 0.4 FTE (15 hours per week).** Flexibility required, Mondays & Fridays as a minimum. Self-employed.
- Competitive wage - **£15.90 - £16.50 per hour**, depending on experience.
- Lunches provided when working on site during regular working days
- Opportunity to be part of a dynamic and supportive team culture
- Working for a purposeful organisation delivering positive impact to thousands of young people

Timeline

Closing date: Mon 17th August 2026

Interview: w/c 24th August

Start Date: Early September

Apply now

We'd love to hear from you. Please submit a C.V and **additional information about why you think you are the right candidate for the role** directly to recruitment@jamiesfarm.org.uk

Due to the nature of our work with young people, on acceptance of offer all Jamie's Farm employees are subject to an enhanced DBS check in accordance with our Safeguarding Policy.