



Job Description – Seasonal Hospitality Steward

Post Details

Job title:	Seasonal Hospitality Steward
Directorate:	Northumberland Estates – Syon Park
Function:	Weddings and Events
Post reports to:	House Manager
Days/Hours:	Saturdays/Sundays shifts from 07:00 – 15:00 / 11:00 – 17:00 May to October
Rate of pay:	£18-£19 p/h

Purpose of job:

The Hospitality Steward plays a key role in creating a welcoming, organised, and efficient environment for all our guests staying in the Hotspur Wing, as well as meeting and greeting wedding planners, hair and make-up artists, photographers, and videographers.

This role ensures that guests receive exceptional service from arrival to departure while maintaining high standards of cleanliness, professionalism, and hospitality.

Main duties and responsibilities:

- Ensure any issues are communicated promptly to the House Manager
- Cleaning of guest bedrooms, bathrooms, and the overall apartment
- Laundry duties, training will be provided to use a steam roller
- Assisting with luggage, and driving the Golf Buggy on the Estate
- Provide clear directions, and assist with settling in
- Maintain a warm, professional, and service focused presence throughout the day
- Assist with coordination of guest schedules, and general needs during their stay
- Prepare and serve refreshments, including tea, coffee, water, alcohol, snacks and catering as required
- Maintain a clean, well-stocked refreshment area at all times
- Monitor and replenish consumables throughout the day
- Ensure bathrooms, dressing rooms, and shared spaces are clean, tidy, and fully stocked
- Conduct housekeeping duties such as emptying bins, wiping surfaces, changing of beds, clean bathrooms, vacuum floors, and organise work areas

- Follow all health and safety procedures, including cleanliness standards and emergency protocols
- Ensure all public areas meet hygiene and presentation expectations
- Uphold the company's brand values in all interactions with visitors and staff

Skills & Attributes:

- A confident and mature approach is essential. Must be self-motivated communicating with others and able to act on own initiative
- Ability to work within a team – but also take responsibility for actions
- Calm, friendly manner and positive attitude
- Excellent team working and awareness
- A positive and outgoing personality is essential
- Strong interpersonal and communication skills
- Professional, warm, and approachable manner
- Excellent organisational and time-management ability
- Proactive attitude with strong attention to detail
- Ability to multitask and work well in a fast-paced environment
- Comfortable performing light physical tasks and housekeeping duties

Experience:

Previous experience in hospitality, customer service, front-of-house, or events