



**OFFICE OF HIS EXCELLENCY  
THE GOVERNOR-GENERAL AND STAFF**

**JOB DESCRIPTION AND SPECIFICATION  
BUTLER**

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**JOB TITLE:** Butler

**JOB GRADE:** LMO/TS 3

**DEPARTMENT:** Office of His Excellency The Governor-General & Staff

**UNIT:** The Personal Establishment/Household

**REPORTS TO:** The Head Butler

**MANAGES:** Not applicable

This document is validated as an accurate and true description of the job as signified below:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Human Resources

\_\_\_\_\_  
Date

## **JOB PURPOSE**

Under the direction of the Head Butler, the Butler is responsible for the provision of food and beverage service to Their Excellencies, family, and guests. The Butler also provides support for housekeeping tasks and preparations for Their Excellencies travel.

The Butler is formally trained, and supports the Head Butler in delivering his or her roles and responsibilities which include preparing for state visits, official functions, formal dinners and cocktail parties; ensuring that the utmost attention is paid to all the various aspects of output. He or she also assists with packing and travel preparations for Their Excellencies.

The incumbent seeks to achieve the job purpose by embracing, demonstrating and contributing to the Vision of the Office of The Governor-General and Staff: “A culture of excellence through people performance and partnerships”.

## **KEY RESULT AREAS/ OUTPUT**

1. Food & beverage service for Their Excellencies.
2. Housekeeping Services.
3. Work schedules.
4. Inventory Management.
5. Standard Operating Procedure (SOP) Manual

## **KEY RESPONSIBILITY AREAS**

### **Management/Administrative Responsibilities**

Not applicable

### **Technical/Professional Responsibilities**

1. Keep abreast of activities on Their Excellencies weekly, monthly and annual diaries to ensure optimal response time and preparedness for activities/events that will require food and/or beverage service.

2. Coordinate with Head Butler for the timely delivery of meal service for Their Excellencies and guests. Assist with the preparation of items as required.
3. Responsible for table settings in the residence and for events as required. Carry out effective cleaning of fine china, silverware, crystal and related food service items in the residence.
4. Provide superior wait service to Their Excellencies and guests for the range of events and activities undertaken (e.g. Courtesy Calls, Meetings, Teas, and other events as required). Set beverage/tea stations as required.
5. Observe safety and sanitation requirements in keeping with Standard Operating Procedures.
6. Carry out housekeeping tasks as required in keeping with Standard Operating Procedures.
7. Assist with packing and movement of luggage for Their Excellencies travel as required.
8. Assist with the movement of guests and their luggage as required. Respond to their requests as required.
9. Be available to Their Excellencies and respond to personal requests and/or needs.
10. Answer telephone and receive in-person messages for Their Excellencies; deliver messages, ascertain feedback and revert to sender in a timely manner.
11. Assist with wait service at offsite banquets, cocktails, functions and personal service for their Excellencies, their guests and visitors as and when required.
12. Undertake responsibilities when required, for absent staff as well as support others with their daily functions when needed.
13. Perform any other job related duty as assigned by the Head Butler and or Household Manager.

### **Other Responsibilities**

1. Is knowledgeable of valet services; is available to provide those services to His Excellency when needed.

### **PERFORMANCE MEASURES**

1. All standards of service to Their Excellencies, guests and visitors including service delivery, timeliness, personal presentation, efficiencies and cleanliness are upheld.
2. Responsibilities with respect to wait service, table settings as well as the care and well-being of visitors and guests is achieved according to the standards as required by King's House.

3. Food service items and other tools and equipment are carefully handled; damages are accounted for.
4. The standards of personal presentation, customer service, and protocol are met and/or exceeded.
5. Fine china, silver and crystal are cleaned and cared for in the appropriate manner utilizing the correct materials.
6. Guidelines with respect to standards of cleanliness, sanitation and storage are implemented and met.

### **REQUIRED KNOWLEDGE SPECIFIC TO THE POSITION**

1. Knowledge of food and beverage preparation and food and beverage service.
2. Knowledge of the range of housekeeping tasks, furnishings and their care.
3. Knowledge and understanding of health and safety issues.

### **REQUIRED COMPETENCIES & ATTRIBUTES**

1. Is loyal, composed, trustworthy and demonstrates impeccable integrity.
2. Skilled in food & beverage service.
3. Physically strong, healthy and capable. Able to stand for extended periods.
4. Able to anticipate customer needs, change goals and direction quickly.
5. A problem solving and results driven individual with an eye for details.
6. Able to exercise initiative and cope well under pressure.
7. Communicates effectively in both oral and written forms with persons at all levels.
8. Is confidential and professional in personal conduct and execution of duties.

### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- A Diploma in Hospitality Management/ Food Service, or equivalent from a recognized tertiary institution. AND
- Training in Wait Service and Food & Beverage Preparation. Preferably HEART TRUST -NTA certification with practical experience in formal food service entity.
- Formal specialized training in the skills set practiced by Butlers such as table service, routine home maintenance, laundry essentials as well as household cleaning and organizing from a recognized institution. AND
- At least three (3) years of proven, related experience in a comparable setting.
- Valid Food Handler's Permit

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

The Butler may work 10 to 12-hour days including weekends and public holidays based on needs and requirements.

The incumbent may experience the pressures of simultaneously coordinating a wide range of activities.

This position requires solving problems that arise, spending long hours on one’s feet and often having to lift objects.

**AUTHORITY TO:**

Not applicable.

**LIAISE WITHIN KING’S HOUSE:**

<b>POSITION TITLE</b>	<b>PURPOSE OF COMMUNICATION</b>
Aide-de-Camp to The Governor-General	Relaying of information and instruction.

**LIAISE EXTERNALLY TO KING’S HOUSE:**

<b>POSITION TITLE</b>	<b>PURPOSE OF COMMUNICATION</b>
Not Applicable	