



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

**JOB DESCRIPTION AND SPECIFICATION  
HEAD BUTLER**

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**JOB TITLE:** Head Butler

**JOB GRADE:** LMO/TS 4

**LOCATION:** The Governor-General's Personal Staff

**DEPARTMENT:** Private Establishment

**UNIT:** Household

**REPORTS TO:** The Household Manager

**MANAGES DIRECTLY:** Two (2) Butlers

**RELATES TO:** i) Lady's Maid/Butler ii) Valet

**JOB PURPOSE**

The Head Butler reports to the Household Manager. The incumbent is dynamic and efficient while delivering his or her responsibilities which include assisting with staff training and organizing the duties and schedule of the domestic staff. The Head Butler also assists the Household Manager by receiving guests and visitors upon arrival. The incumbent safeguards the household budget and inventory supplies, is anticipatory regarding the needs of Their Excellencies, their family and guests and understands the need to be friendly not familiar, invisible and available while respecting privacy and confidentiality.

The Head Butler understands social etiquette, knows how to prepare for formal service and assists with planning and organizing parties and events in the Residence. He or she also supervises packing

and travel preparations for the family. The Head Butler oversees and participates in creating appropriate table settings and entertainment preparation, serves meals and drinks and performs wait services.

The incumbent is knowledgeable about wines and spirits. In addition, the Head Butler may also serve as personal valet to His Excellency and his guests. When required, the Head butler may perform light housekeeping duties while coordinating with other Staff as needed.

The Head Butler supports the Household Manager to ensure timely service delivery and coordination of activities in the continuing efforts to deliver the outstanding services which are required and representative of King's House.

### **KEY OUTPUTS**

1. Coordinates between the Residence and the kitchen through forward-planning and cooperation in service delivery.
2. Ensures that Their Excellencies needs are always attended in a manner befitting their status and requirements.
3. Ensures that suites and other rooms of the Residence are cleaned and maintained according to standard operating procedures (SOPs).
4. Greets guests, escorts them to their rooms and provides personalized services as requested.
5. Coordinates the arrival and departure of guests, and ensures that luggage and bags are transported and distributed accordingly.
6. Supports the Household Manager in conducting inventory of art work, antiques, china, crystal and furniture.
7. Assists in the preparation for Banquets, Cocktails, Dinner, Luncheons, Teas and other events and ensures that wait service is of the expected quality and excellence as expected of King's House.

### **KEY AREAS OF RESPONSIBILITY**

#### **Management/Administrative Responsibilities**

Not applicable

### **Technical/Professional Responsibilities**

1. Ensures that suites and other rooms of the Residence are cleaned and maintained according to Standard Operating Procedures (SOPs).
2. Greets and escorts guests to their rooms and or suites, provides quality and personalized services to guests. Ensures that attention to guests' garments, shoes and other services are delivered accordingly.
3. Assists with and coordinates the arrival and departure of guests, manages any special requests during their stay as instructed. Is responsible for the care of their luggage and bags.
4. Supports the Household Manager in the care and inventory of any artwork, antiques china, silver, crystal and furniture located in the Residence.
5. Recommends cost effective procurement of goods as well as the storage of supplies.
6. Oversees or participates in table-setting and other preparation for entertaining guests.
7. Undertakes responsibilities, when required, for sick or absent Staff and supports others with their daily functions when needed.
8. Serves meals and drinks and performs related wait services as required.
9. Attends scheduled Staff meetings and shares suggestions for improvements.
10. Reports on time for scheduled shifts, is clean while dressed and in the proper attire.
11. Performs any other job related duty as assigned by the Household Manager.

### **Other Responsibilities**

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

### **PERFORMANCE STANDARDS**

1. All standards of service to Their Excellencies, guests and visitors including timeliness, personal presentation, efficiencies and cleanliness are upheld.
2. Possess excellent knowledge of the services required of a Head Butler/Valet and delivers accordingly.

3. Responsibilities with respect to wait service, table settings as well as the care and wellbeing of visitors and guests is achieved according to the standards as required by King's House.
4. China, silver and crystal are cleaned and cared for in the appropriate manner utilizing the correct materials.
5. Guidelines with respect to standards of cleanliness, sanitation and storage are implemented and met.

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

1. Some knowledge of the GOJ procurement guidelines.

### **REQUIRED SKILLS & COMPETENCIES**

#### **PROFESSIONAL**

1. Food management and service skills.
2. Is a master of a range of household-related skills?
3. Must be physically strong, healthy and mentally capable.
4. Possess a broad knowledge of household items and their care.
5. Commands good social skills and personnel management.

#### **PERSONAL**

1. Possess a positive attitude and works well with other staff members.
2. Is the byword for commonsense, patience and expertise.
3. Communicates clearly with supervisors and colleagues.
4. Is confident and shows respect when dealing with internal and external customers.
5. Is calm and flexible, able to work through emergencies.
6. Prioritizes, multitasks and coordinates effectively.

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

- A minimum of five (5) passes in CXC or GCE Ordinary Level including English Language and mathematics or equivalent. AND
- Formal 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

- Supplementary classes in food preparation and etiquette is required. AND
- At least five (5) years of proven, related experience in a comparable setting.
- Valid Food Handlers' Permit.

#### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

The Head Butler can work ten (10) or twelve (12) hour days which can include weekends and public holidays, due to need.

The Head Butler has to be in good physical shape to withstand the demands of the position. The atmosphere can be hectic and demanding and can require improvisation.

The Head Butler must also be able to work under pressure, while ensuring that those aspects of the job which include table settings, service and food sanitation and presentation is done according to acceptable guidelines.

Extended working hours can be expected.

#### **AUTHORITY TO:**

- Maintain collaboration with related internal stakeholders.

#### **LIAISE WITHIN KING'S HOUSE:**

<b>POSITION TITLE</b>	<b>PURPOSE OF COMMUNICATION</b>
Household Manager	Receive instructions and provide information
Family and Guests of Their Excellencies'	Provide service as required

#### **LIAISE EXTERNALLY TO KING'S HOUSE:**

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