

Job Vacancy – Housekeeper and Laundry Assistant- Residence of the British Ambassador – Villa Wolkonsky, Rome

Applications are now open for the position of Housekeeper and Laundry Assistant at the Residence of the British Ambassador to Italy, located at Villa Wolkonsky in Rome.

The British Embassy promotes an inclusive approach, values diversity, and opposes all forms of discrimination. Applications from individuals of all backgrounds are welcome. We do not discriminate based on disability, ethnicity, gender identity, religion, age, or any other category protected by law.

Organisation

Foreign, Commonwealth and Development Office (FCDO)

Job Category

Residence Staff

Contract Type: Fixed-term, 12 months, renewable

Role Description (Duties and Responsibilities)

The British Embassy is part of an international network representing the UK's political, economic and consular interests abroad. For this role, we are seeking a dynamic, professional, and service-oriented individual capable of delivering high-quality hospitality services to residents and guests of the Ambassador's Residence.

The selected candidate will join a close-knit and professional team, committed to welcoming and supporting colleagues coming from different work experiences, enhancing their skills and innovative contributions thanks to our values of inclusiveness and continuous improvement.

The Housekeeper & Laundry Assistant is responsible for maintaining the highest standards of cleanliness, organization, and presentation within the Ambassador's residence. This role includes comprehensive housekeeping, cleaning duties and specialized laundry care, ensuring garments, linens and household fabrics are cleaned, pressed, and stored appropriately. Discretion, professionalism, and attention to detail are essential.

Housekeeper & Laundry Assistant main duties:

Housekeeping:

- Clean and maintain all the assigned areas of the residence, including bedrooms, bathrooms, living spaces, guest rooms, and laundry.
- Dust, vacuum, mop and polish surfaces to ensure impeccable presentation.
- Manage supplies and inventories.
- Timely turnaround of guest suites.

- Check and ensure guest welcome kits are always replenished (biscuits, welcome letters, pens, paper, soaps, fresh towels, dressing gowns etc).

Laundry & Wardrobe Care:

- Wash, dry, iron and steam clothing, linens and delicate fabrics according to care instructions.
- Handle high-end garments and formal attire with precision and care.
- Organize closets and storage areas, ensuring garments are properly maintained and ready for use.
- Coordinate with external dry-cleaning services when necessary.

Additional Duties:

- Always maintain confidentiality and security within the residence.
- Assist with occasional errands or special projects as directed by the Residence Manager.
- Handling equipment (irons, washing machines) with care and report any maintenance issues promptly.
- Complete FCDO Mandatory training and the required online monthly Absence reports for payroll and meal vouchers purpose.

Other skills / experience / qualifications Essential on arrival

- Proven experience in housekeeping and laundry services, knowledge of fabric care, stain removal, and garment handling techniques.
- Strong organizational skills and attention to detail.
- Ability to work independently and as part of a team.
- High level of discretion and professionalism.
- Flexibility to work evenings, weekends, or during official events as required.

Desirable skills / experience / qualifications

- Experience of working in hospitality/catering preferably in a private residence or luxury hospitality setting.
- Basic knowledge of the English language equivalent to an A1/A2 CEFR level or equivalent **.
- Knowledge of the Italian language at a B1/B2 CEFR level or equivalent **.
- Basic use of the PC and Microsoft System.

The job-holder must work in accordance with Health & Safety regulations, using equipment and cleaning products in accordance with instructions given'

The job-holder must respect the privacy of the Ambassador's family and houseguests and not disclose personal/family information outside the Residence.

Required Behaviours (FCDO Competency Framework):

- Managing a Quality Service
- Delivering at Pace
- Changing and Improving
- Working Together

Application Deadline:

28 February 2026

Position Details

- Grade: Residence Staff (S2)
- Contract Type: Full-time, fixed-term
- Weekly Hours: 40
- Contract Duration: 12 months, renewable
- Region: Europe
- Country: Italy
- City: Rome
- Office: British Embassy Rome
- Number of Vacancies: 1
- Currency: EUR
- Gross Monthly Salary: €2,431.21 (minimum S2 grade, 40 hours/week)
- Contract Start Date: April 2026

Terms of Employment

The fixed-term contract lasts 12 months, with the possibility of renewal. Work location: Rome.

The gross monthly salary, corresponding to FCDO grade S2, is €2,431.21, plus a monthly EDR allowance of €10.33. Salary is paid in 14 instalments: 13th salary in December and

14th salary in June. If fewer than twelve months of paid service have been completed in the relevant year, the amount is calculated proportionally.

Full-time working hours are 40 hours per week, Monday to Friday, typically over 8-hour shifts between 08:00 and 17:00. Flexibility is required during events, which may include early mornings, evenings, and occasional weekends. Overtime is compensated through time off in lieu and/or payment.

The start date will be agreed upon at the time of hiring.

Employment is subject to passing required security checks and a 4-month probation period.

All Embassy employees are subject to IRPEF income tax. The selected candidate will be registered with INPS, and social security contributions will be deducted from salary.

The employment relationship for Staff hired in Italy is governed by specific Terms and Conditions of Service (T&Cs), in compliance with Italian labor legislation.

Visa / Work Permit Requirements

Candidates must hold a valid permit to live and work in Italy throughout the entire duration of the contract. It is the candidate's responsibility to ensure that they meet the legal requirements to reside and work in Italy."

Additional Information

Please note that the **application deadline is 23:55 (Italian time) on 28 February 2026**. The Embassy does not reimburse travel costs for interviews nor any relocation expenses.

Applicants must submit:

- A CV of max. 2 pages (A4, Arial 11)
- A short cover letter explaining motivation and relevant experience

Send applications to: ItalyJobAds@fcdo.gov.uk

Email subject line: Housekeeper & Laundry Assistant

Only applications received **before 23:55 on 28 February 2026 will be considered**.

Personal data will be processed in compliance with GDPR.

** N.B. The Common European Framework of Reference defines level A1 as 'beginner' and level A2 as 'elementary', which corresponds to a basic knowledge of the language. Levels B1/B2 correspond to an intermediate/upper-intermediate level of proficiency. For further information, please refer to the CEFR link. Please note that the interview may be conducted in either Italian or English, according to the candidate's preference, in order to assess language skills."