



Job Title	Butler / Residence Host
Department	Yarlington
Reports to	Resident Manager
Direct Reports	NA
Working hours and pattern	Full-time – various hours to meet the flexible needs of guests
Location of role	Yarlington
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role

The Butler / Residence Host is responsible for delivering a seamless, discreet and highly personalised stay for the family and their guests at Yarlington. Acting as the main on-site point of contact, the role ensures every arrival, daily routine and departure is handled with warmth, professionalism and meticulous attention to detail. Working closely with the Private Chef and Housekeeping Team, the Butler anticipates needs, responds quickly to requests, maintains impeccable residence presentation, and creates an effortless sense of comfort, care and luxury throughout each stay.

Responsibilities

- Personally welcome the family and guests on arrival, offering a polished yet personable introduction to their residence.
- Conduct residence tours and manage the rooming process, ensuring everyone feels immediately at home.
- Act as the main day-to-day point of contact during stays, responding promptly and professionally to requests.
- Anticipate needs and provide intuitive service throughout the stay, from morning to evening.
- Arrange and deliver bespoke experiences, including bookings, local excursions, transport needs and special family requests.
- Provide a calm, discreet and confident presence at all times, respecting privacy and household rhythms.
- Liaise closely with the Private Chef on guest preferences, dietary needs, meal timings and service style.
- Support the food and beverage experience where appropriate, including table settings, service, clearing and resetting.
- Ensure drinks and refreshments are offered and presented to an excellent standard, aligned to guest preferences.
- Take ownership for the appearance and readiness of the residence each day.
- Perform light housekeeping and presentation duties to maintain immaculate standards between formal housekeeping visits.
- Provide turndown service where requested, ensuring bedrooms are perfectly prepared for rest.
- Support the Housekeeping Team with coordination and final checks pre-arrival, during stay and post-departure.



<ul style="list-style-type: none"> • Conduct full inventory and amenity checks, restock minibars/refreshment areas, and maintain guest spaces to The Newt's exceptional standards. • Manage guest logistics including transfers, itineraries and on-site/local transport, driving guests as needed. • Liaise with other departments (Housekeeping, Engineering, Gardens) to ensure seamless service and prompt resolution of any issues. • Take ownership of guest concerns, responding swiftly, professionally and with warmth. • Maintain a proactive awareness of the household schedule, ensuring everything runs smoothly and on time. • To be comfortable with a flexible working pattern
Characteristics needed for this role
<ul style="list-style-type: none"> • Warm, intuitive and emotionally intelligent with a natural flair for hosting. • Discreet, dependable and trusted to work within a private family environment. • Calm under pressure; able to adapt to changing plans and requests. • Highly organised with meticulous attention to detail. • Hands-on and proud of maintaining pristine presentation. • Team-centred and collaborative, especially with Housekeeping and the Private Chef
Skills and experience needed for this role
<ul style="list-style-type: none"> • Previous strong experience in a similar Host or Front of House role, luxury hospitality, private households, yachts or five-star hotel environments. • Strong understanding of formal and informal service styles, etiquette and guest standards. • Experience coordinating high-end stays and working across multiple departments. • Confident providing food and beverage service support • Comfortable supporting light housekeeping and maintaining exceptional residence present • A flexible mindset and comfort with a guest-led working pattern. • Comfortable with a guest-led working rhythm, where hours vary week to week depending on breaks and occupancy.
Skills and experience desired for this role
<ul style="list-style-type: none"> • NA
Qualifications needed for this role
<ul style="list-style-type: none"> • Full driving license required
Qualifications desired for this role
<ul style="list-style-type: none"> • NA
Department Description
<p>Our newest addition, launching in 2026, is a collection of luxury residences just moments from The Newt and its gardens, nestled deep in the Somerset countryside. Thoughtfully curated for guests seeking privacy and comfort, our sensitively restored Regency rectory with two companion houses offers the freedom to self-cater, the ease of partial service, or the</p>



The Newt
in Somerset

indulgence of a fully staffed stay – all with The Newt's signature warmth and attention to detail.