



## PRIVATE RESIDENCE EMPLOYMENT OPPORTUNITY

At Jumby Bay Island it is our responsibility to understand and work to meet the needs of our stakeholders – the Homeowners, Island Guests and each other. Our service levels and our global reputation are defined by each of us – individually and collectively – in every action we take. Our operating philosophy is to offer world-class service in a fashion that is welcoming, gracious and unobtrusive.

**EMPLOYER:** Private Ownership/Management Company

**REPORTS TO:** Homeowner

We are currently looking for a suitable and qualified candidate for the following position:

### ESTATE HOUSE DIRECTOR

#### About the Role

We are seeking an experienced Estate House Director to lead the end-to-end operations of a large, ultra-luxury private estate residence that also participates in a premier resort rental program. The estate features 8–12 bedrooms, extensive indoor–outdoor living spaces, and expansive grounds with coastal frontage. This leadership role is accountable for five-star readiness at all times—people, presentation, maintenance, security, logistics, and guest experience—delivered with absolute discretion.

This role demands a true player–coach: equally adept at high-level leadership and rolling up sleeves to personally execute or backfill during vacancies to protect five-star readiness.

#### What You'll Do

- Lead daily estate operations to exacting, hotel-level standards across interiors, exteriors, and beachfront.
- Build, develop, and oversee a medium–large multi-disciplinary team (housekeeping, laundry, stewarding/butler, grounds, handyman/engineering; plus seasonal/supplemental staff).
- Serve as an operationally engaged leader: uphold standards, direct daily operations and teams, and step in to perform frontline duties (housekeeping, guest services, exterior readiness, basic maintenance) as needed to ensure seamless, uninterrupted service.
- Curate seamless owner and guest journeys: personalized arrivals, departures, itineraries, amenities, and on-island experiences in coordination with resort partners.
- Orchestrate special events and private functions on property (lawn/pool terrace setups, private dining, celebrations) with flawless execution and privacy.
- Own preventive maintenance planning across MEP systems (HVAC, electrical, plumbing), pool/spa, generators, water/irrigation, AV/IT coordination, and life-safety compliance; manage vendors and contractors end-to-end.
- Drive administrative excellence: budgeting and cost control, procurement and inventory (OS&E, linens, amenities), payroll submissions and timesheets, reporting and KPIs.
- Safeguard security, confidentiality, key/access control, risk management, and incident response; coordinate closely with island security and resort engineering.
- Maintain SOPs, training, checklists, and quality audits; coach a calm, anticipatory, white-glove service culture.
- Lead by example during arrivals, departures, and service recovery, personally assisting on the floor when needed to guarantee a flawless, discreet experience.

# Jumby Bay Island

- Liaise with resort operations for services integration (housekeeping overflow, engineering escalation, transport/marina, spa/culinary, concierge logistics).
- Prepare concise weekly updates and monthly reports for ownership, highlighting performance, spend, risks, and priorities.

## What You Bring

- 7–10+ years of senior leadership in ultra-luxury private residence, boutique hotel, or resort villa management; island/coastal experience strongly preferred.
- Proven track record as a hands-on senior leader. Confident guiding multi-disciplinary teams and personally performing frontline work to cover vacancies, peaks, or incidents
- Proven success running complex households or villas end-to-end, including staff leadership for medium–large teams, vendor/project management, and UHNW guest service.
- Strong technical fluency with estate systems (HVAC, electrical, plumbing, pool/spa, generators, irrigation) and familiarity with AV/IT.
- Advanced organizational, financial, and project skills; adept with digital task, and reporting tools.
- Exceptional communication, judgment, and discretion; comfortable interfacing with homeowners, and resort stakeholders.
- Valid driver's license; legally authorized to work in the jurisdiction.

## Core Competencies

- Direct, on-the-floor leadership: balances oversight with sleeves-rolled execution; models standards and calm service recovery.
- Elevated service and aesthetic sensibility; rigorous attention to detail.
- Strategic planner, hands-on operator; anticipatory, decisive, and calm under pressure.
- People-first leader who develops talent and sustains high performance.
- Results-oriented, proactive problem solver with impeccable follow-through.
- High integrity, confidentiality, and cultural sensitivity.

## Availability and Work Environment

- Full-time with flexibility for early mornings, evenings, weekends, holidays, and weather events aligned to arrivals/departures.
- Active leadership presence across the property; ability to support physical walk-throughs, event setups, and emergency response in tropical conditions.

## Attendance and Professional Standards

- Exemplary attendance and punctuality with consistent adherence to schedules and operational commitments, including peak rental periods.

## Compensation and Benefits

- Competitive salary commensurate with experience in ultra-luxury environments.
- Benefits package aligned with senior leadership role.

Closing date for receipt of applications **21 June 2026** Please submit your resume and a cover letter to [recruitment@jumbybavisland.com](mailto:recruitment@jumbybavisland.com) with the "Subject" **Estate House Director** Only suitable applications will be considered and acknowledged.