



Hospitality General Assistant

The Outward Bound Trust – Eskdale, Cumbria

Salary: £22,672, plus benefits. Real Living Wage.
40 Hours per week. Permanent position.

The Outward Bound Trust

The Outward Bound Trust is an educational charity providing adventure-based, outdoor learning for young people from six centres across the UK.

Our Eskdale Centre is an eighty-six bedded outdoor education centre, consisting of a variety of buildings from a Grade Listed II main house to more modern accommodation areas all set in amazing grounds.

The centre is dedicated to working with young people within employment, being apprentices and graduates. The Trust is unique in the UK in terms of the impactful programmes that we offer, the inspiring and challenging environments we operate in, and the skill and expertise of our staff.

Our hospitality team play a very important role in the experience that course participants and guests have whilst at The Outward Bound Trust. We're looking for an enthusiastic, dedicated, and flexible individual to join our friendly team.

Job Description

Reporting to the Head of Hospitality you will work within the hospitality departments which include kitchen, dining room/bar, and housekeeping. Working with department managers and their teams on a daily basis, you will assist them in delivering a high standard of catering and accommodation services for our guests and course participants.

Responsibilities

Key responsibilities of the role include the following:

- Work to a high standard in compliance with Service Level Agreements, across all hospitality departments
- Food preparation and service in the dining room, and bar duties
- Housekeeping duties, including assisting with deep cleaning schedules
- Assist with laundry, both contracted and in-house
- Safely operate all equipment and handling of chemicals
- Report any maintenance issues
- Follow all health and safety, security and emergency procedures
- Work professionally as a team member including cooperation and communication with colleagues and line manager
- Work towards achieving The Trust's environmental objectives
- Work towards achieving The Trust's strategic plan
- Carry out any other duties as may be reasonable required

Other duties

You will occasionally be required to get involved in other areas of work consistent with your level of experience, salary, and capability. You will be based at Gate House, Eskdale Green, Cumbria with very occasional duties at other venues.

Person Specification

Essential:

- Excellent approach to customer care
- Energetic, with a level of fitness to be able to manage the physical demands of the job and site
- Reliable and have good timekeeping
- Have a friendly 'can do' attitude and contribute to a positive work environment.
- Good attention to detail

Working Hours

The working hours range from starting at 07.00 – 15.30 or 14.30 – 23.00, with a 17.30 finish on a Friday. Straight shifts. Monday – Friday.

Other

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service.

Salary and Benefits

Salary: £22,672 per annum. 40 hour week. Permanent position.

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline
- 8 weeks' sick pay at full salary in any 12 months
- Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date
- Personal Accident Insurance while at work or commuting
- Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services
- Healthcare plan: cash plan currently with Medicash: on application after completion of probation; taxable benefit
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service
- Berghaus uniform items provided. Also opportunity to purchase Berghaus products at discount
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service).



Probation period

There is a 3- month probationary period from the employee's start date.

How to apply

Please send an up to date CV and a covering letter explaining the fit to the role to: jay.lombard@outwardbound.org.uk. The names and addresses of two referees should be included, one of which must be from a recent employer.

If you have any queries regarding the information supplied or the recruitment process, or if you prefer to initially call Jay, Head of Hospitality, for an informal chat, please ring: 07824 566995.

Interview date: flexible.