

HOSPITALITY GENERAL ASSISTANT ESKDALE CENTRE

**Salary: £17,514 - £18,454 per annum plus benefits 40
Hours per week**

General Assistants at The Outward Bound Trust

We're an educational charity that helps young people defy their limitations, so they become strong, resilient and curious, ready for the challenges of life. Using learning and adventures in the wild, we partner with schools, colleges, employers and youth groups to teach their young people the most important lesson they could ever learn: to believe in themselves.

Our Eskdale Centre, based in the Western Lake District is a 104 bedded residential centre. We work predominantly with young people aged 16-25 years old who are employed as Apprentices or Graduates within UK businesses. Our aim is to support these young people to develop the right behaviours to aid their transition into the work environment; progress their careers and add value back into the organisation.

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 team.

The goal is to achieve high standards of cleanliness, hygiene and the aesthetic upkeep of the centre whilst maintaining efficiency.

Job Description

Reporting to the Hospitality Manager you will work within all departments of Hospitality as required. You will work with department managers and their teams on a daily basis, to assist them in delivering a high standard of catering and accommodation for our internal and external guests and participants.

Responsibilities

Key responsibilities of the role include (but are not limited to) the following:

- Work to a high standard in compliance with the Trust's 'Service Level Agreements', with regards to assisting with:
 - Dining room and bar area - serving food; maintaining hygiene levels; clearing up and cleaning.
 - Housekeeping duties - cleaning and turning rooms; laundry; deep cleaning schedules.
 - Kitchen area – small amounts of food preparation and tidying up.
- Flexible working across all Hospitality departments as required
- Safely operate all equipment and handling of chemicals
- Report any maintenance issues
- Being courteous to the clients and others
- Comply with health and safety, security and emergency procedures

- Work towards achieving The Trust's strategic plan
- Carry out any other duties as may be reasonable required
- Accept working as a team member involving cooperation and communication with colleagues and line manager

Other duties

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

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Person specification

The successful applicant will be able to demonstrate experience of working effectively in a small team with minimal supervision. Previous experience in dealing with public and demonstrate excellent customer care skills. The ability to solve problems and show proactive behaviour.

Recent skills, knowledge and experience as set out below:

Previous food preparation experience.	Desirable
Previous housekeeping experience.	Desirable
Customer focus	Essential
Energetic, with a level of fitness to be able to manage the physical demands of the job	Essential
Dependable and flexible	Essential
Reliable and good timekeeping	Essential
Demonstrates professionalism and contributes to a positive work environment.	Essential
Attention to detail	Essential
Food Hygiene Qualification	Desirable
Knowledge of COSHH	Desirable
First Aid Qualification	Desirable
Knowledge of fire, health and safety issues	Desirable

The successful candidate is likely to be currently employed in a similar position and be able to demonstrate a proven ability to work efficiently in the majority of the above tasks.

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service as well as a “right to work in the UK” check.

Salary and benefits

Basic starting salary £17514.38 - £18454.21 p.a

- Benefits:
- Annual Leave of 24 days, plus bank holidays. Annual leave increases by 1 day per year to a maximum of 30 days, plus bank holidays.
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance Helpline.
- 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
- Choice of private healthcare (currently BUPA) or cash plan: on application after completion of probation; taxable benefit
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months' service
- 8 weeks' sick pay at full salary in any 12 months
- Berghaus uniform items provided. Also opportunity to purchase Berghaus products at discount
- Staff bursaries: discounted course fees for family members
- Childcare voucher scheme

We operate within a rural community, nestled in a mountainous National Park. We have some interim staff accommodation available, where staff can rent rooms within shared facilities, whilst searching for suitable places to live within our local communities.

Probation period

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

Outward Bound's Core Values

A belief that we all have undiscovered potential. We aim to create moments when everyone can see and believe in themselves as never before and to translate such moments into lessons for everyday life

A belief in the power and magic of learning through adventure in the wild - as a means of bringing out the best in people.

A deep appreciation of the balance between risk, reward and responsibility. We want people to have intense experiences with real consequences and powerful, positive and memorable outcomes

A spirit of respect and compassion. We aim to stretch people both physically and mentally. In doing so we act with care, concern and generosity towards people and the natural environment.

The Way We Work Together at The Trust

The Outward Bound Trust is a charity with over 300 skilled and talented employees who work together collaboratively in a variety of situations. To be effective we need to trust and value each individual to do their best to achieve our overall aims to develop young people. To achieve this staff across the organisation have developed "The Way We Work Together at The Trust". This, we believe, is the way that we should work together within The Trust. This is the culture that we want all employees – from the CEO to the rawest new recruit – to play their part in developing:

1. We are proud to work for The Outward Bound Trust. It is our responsibility to come to work each day determined to make it even better.
2. We are a small organisation with some very talented and deeply committed staff. Although line-management responsibilities and areas of ultimate responsibility are clear, we aim to

be as non-hierarchical as possible. Constructive advice, comment or guidance from anyone to anyone is more than welcome.

3. We trust one another to do the jobs we have been recruited, trained and developed to do. Each of us taking personal responsibility lies at the heart of a great team performance. No-one should need or want to be micro-managed.
4. Everyone can be a leader because everyone is encouraged to use their “process authority” to influence what is happening within The Trust. Giving and receiving feedback, clarifying purpose and outcomes, actively listening, providing constructive suggestions are all examples of process authority and this can be exercised by any one of us at any time.
5. We should all look for ways to praise each other for the many things that we do well. In doing so we also earn the right to confront behaviour or performance which is unacceptable or which saps energy from the organisation.
6. The more effectively we communicate with each other, the better things will be.

How to apply

To apply for this post please send a covering letter of not more than 2 sides of A4, explaining your fit to the job description and the person specification, together with an up to date CV to christine.harrison@outwardbound.org.uk.

If you have any queries regarding the information supplied or the recruitment process please contact Christine Harrison, either by email christine.harrison@outwardbound.org.uk or telephone: 01946 723003.

Closing date for applications: 27 March 2020

Interviews: upon application

Start date: as soon as possible