

COOK

The Outward Bound Trust – Eskdale Centre, Cumbria
16 hours a week. Permanent.

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 a 104 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.

The Job (in a nutshell)

The hospitality department plays a key role in delivering a high-quality visitor experience at our residential outdoor centre in Eskdale. Every team member contributes significantly to ensuring that our course participants and guests enjoy an exceptional stay with us.

The catering provision supports our residential courses, operational and hospitality needs. Working within a core team of four, this role reports to the Lead Chef.

At Eskdale we are very proud of the food we serve to our clients. Our focus is all about producing fresh, homemade, wholesome meals using local produce. You will support and assist with the day to day food service operation ensuring an excellent catering provision is provided.

Responsibilities

Key responsibilities of the role include the following:

- Responsible for the preparation, production and service of food and beverages
- Follow all cleanliness/hygiene, processes, and procedures of the kitchen in line with the Food Safety Policy
- Safely operate all equipment and handling of chemicals
- Comply with health and safety, security, and emergency procedures
- Provide a high standard of customer care
- Be a co-operative team member with colleagues, line managers and customers
- 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

Who We are Looking For / Your Attributes

- You'll need to enjoy working as part of a team and have an approachable mindset
- Be passionate about food
- Have a friendly 'can do' attitude and contribute to a positive work environment
- Be energetic, with a level of fitness to be able to manage the physical demands of the job and site
- Be reliable and have good timekeeping

- Have good attention to detail
- Have an excellent approach to customer care
- Have a high level of personal hygiene and presentation
- Be happy to work unsupervised and to take instructions from more experienced staff / team
- Ability to relate to and communicate with all types of people
- Able to solve problems and show proactive behaviour
- Have good organisational skills.
- Be able to work in a busy environment
- Care for and believe in the value of developing young people

Your skills / qualifications

The skills, knowledge and experience requirements are below. .

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| Have previous Cook/Chef experience | Desirable |
| Food preparation & cooking qualification | Desirable |
| Full working knowledge of dietary and allergy requirements | Desirable |
| Demonstrate experience of working effectively in a kitchen team with minimal supervision. | Desirable |
| Working knowledge of Health & Safety / Food Safety regulations, procedures and working practices (COSHH, Risk Assessment, Manual Handling, Accident Reporting, HACCP, etc) | Desirable |
| Intermediate Food Hygiene Certificate or equivalent | Desirable |
| Have previous experience in dealing with customers and demonstrate excellent customer care skills, solving any problems in a proactive, positive way. | Desirable |
| Current First Aid Certificate | Desirable |

Hours of Work and Benefits

Hours: 16 hours per week between the hours of 07.00 and 20.00, Monday - Thursday:

Either:

- Over 2 days, 2 x 8-hour shifts, or
- Over 4 days, 4 x 4-hours shifts

Benefits:

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
- 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
- Sick pay: 8 weeks at full salary in any 12 month period
- 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)
- Cycle to work scheme.

Other

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service, which Outward Bound pay for.

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

Live in accommodation: please note this is not available for this role.

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