



Hospitality General Assistant: Ullswater and Howtown Centres

**20 hours per week. Permanent position.
£11.03 per hour, plus benefits. £11,471 per year.**

The job (in a nutshell)

Reporting to the Head of Hospitality, you will work across our two centres. The focus of the role will be working in the kitchen supporting the kitchen team preparing great food, which is freshly made every day, and helping in the dining room, and occasionally in housekeeping.

Working with department managers and their teams you will assist them in delivering a high standard of catering and accommodation services for our guests and course participants.

Our Ullswater Centres are situated on opposite sides of the lake, one at Howtown with 70 beds and one at Watermillock with 130 beds consisting of a variety of buildings from a Grade II listed main house to more modern accommodation areas all set in amazing grounds.

Key responsibilities

- Food preparation and service, and general kitchen duties
- Occasional housekeeping duties, including assisting with deep cleaning schedules and laundry
- Work to a high standard
- 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
- Carry out any other duties as may be reasonable required

Who we're looking for and your attributes

- You'll need to enjoy working as part of a team
- 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
- 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
- Have good organisational skills.
- Be able to work in a busy environment.

Your skills / qualifications

- Prior experience is not essential as full training and support will be given.



Working Hours

20 hours a week. Working 5 hours a day, over 4 days. Monday - Friday.
Shift Patterns: 06.00-11.00, or 15.00-20.00. No split shifts. Finish at 11.00 on a Friday.

Benefits

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays, pro rata
- 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
- Private healthcare: 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).
- Cycle to work scheme

Probation period

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

How to apply

To apply for this job please send an email with your up to date CV and let us know why you're a good fit for this job description. Please send to Grahame Devine, Head of Hospitality:
grahame.devine@outwardbound.org.uk.

Closing date: 09.00, Monday, 13 November 2023

Interviews: will be held by mutual agreement.

If you have any queries regarding the information supplied or the recruitment process, please contact:
grahame.devine@outwardbound.org.uk or telephone: 07759 707529.

The post is subject to an enhanced disclosure check by the Disclosure Barring Service.