

## Welcome to the Field Studies Council

### Hospitality & Catering Assistant with Field Studies Council Flatford Mill, East Bergholt, Suffolk

The working pattern for this position will be based on 37.5 hours per week from March to October and 22.5 hours per week from November to February each year.

#### Accommodation available

Imagine a role that offers you both unique opportunities and challenges; where you are an important part of an empowered team who strive to create a truly memorable experience for every individual who visits our Field Studies Council Locations and where you have the chance to demonstrate your passion to deliver the highest standards of customer service and care. No matter what role you perform at the Field Studies Council, everyone can make a difference... if you want to join our successful Environmental Education Charity and you have what it takes to make a difference then we want to hear from you.

Included in this pack is the key information relating to our **Hospitality & Catering Assistant** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- For Information about the Field Studies Council visit [www.field-studies-council.org](http://www.field-studies-council.org)

#### **Applications will be considered on arrival**

We reserve the right to close the vacancy early if we're in receipt of sufficient applications. Please apply early to avoid disappointment.

Interviews are scheduled to take place at Field Studies Council Flatford Mill on a rolling basis

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Nathan Whittaker on 01206297111.

We look forward to receiving your application.

**Nathan Whittaker**  
**Residential Centre Manager**

## Job Description

**Job Title:** Hospitality & Catering Assistant

**Based at:** Field Studies Council Flatford Mill

**Grade:** Team Member

**Reports to:** Lead Housekeeper

There is no line management responsibility associated with this position.

### Job purpose:

Hospitality & Catering Assistants work in the kitchen, service and housekeeping operations to ensure the smooth running of catering operations and that the learning location is clean and tidy for visitors at all times, whilst contributing to a friendly welcoming atmosphere.

This is an active role and will require you to be able to carry out duties associated with housekeeping and kitchen work-

### Key Responsibilities:

- Assisting with the preparation and service of breakfast, lunches and evening meals for up to 100 residential visitors and staff, and occasional meals for non-residential groups, in accordance with health and hygiene regulations
- Laying up of tables for breakfasts and evening meals for resident groups, and on occasions for lunches
- Service and clearing in the dining area at mealtimes, cleaning the kitchen and operating the dishwasher
- Preparation of sandwich fillings and packed lunch materials
- Helping with the receiving of deliveries and ensuring they are checked and correctly stored on arrival
- Ensuring that tea/coffee making areas for visitors are kept clean and stocked
- Maintaining cleanliness and hygiene throughout the dining room, kitchen, pantry and other storage areas, based on daily and weekly cleaning rotas
- Routine and additional cleaning or preparation of the learning location for all users: including bedrooms, corridors, public areas, staff areas, classrooms, bathroom, shower and toilet facilities
- Preparation of customer accommodation: including clearing and making up of beds, provision of towels, and restocking of tea/coffee making facilities
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your Line Manager
- Keeping all exits and corridors free from obstructions, ensuring that equipment is safely stored and laundry/house cupboards are organised and tidy
- Ensuring laundry is completed in a timely manner: working in the laundry, operating machines and pressing (after appropriate training)
- Undertaking a variety of miscellaneous tasks which could include serving in the bar, assisting with general maintenance and painting around the learning location
- Undertaking any other duties that may be reasonably required to assist with other teams across the centre/region, and complying with all reasonable directions that may from time to time be given
- You may occasionally be required to travel and work at other nearby locations in the Region/group.

### General

- Complying with all relevant legislation / Field Studies Council Operating Codes of Practice (OCOPs) / Field Studies Council Health and Safety Handbook and Field Studies Council procedures
- Taking an active role in the learning location's duty system - this will involve staying on site on some evenings and overnight to deal with customer issues and, with the support of a Senior member of staff, respond to emergencies
- Delivering a high standard of customer service and customer care

- Ensuring the highest standards of quality are achieved in all duties carried out
- Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining professional standards at all times in accordance with Field Studies Council policies
- Fulfilling your obligations under Field Studies Council's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as Field Studies Council internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)
- Driving: Due to the remote nature of the learning location it cannot always be accessed by public transport and it would therefore be advantageous if the post holder were able to drive.
- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

### **Key Expectations:**

The expectations of every employee that we regard as essential include:

- A positive and passionate work attitude
- A desire to show pride in all aspects of their work
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet tight deadlines
- Always treating others with courtesy, dignity and respect
- A commitment and contribution to improving Field Studies Council's environmental performance
- A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

The Field Studies Council reserves the right to vary these duties, as per the needs of the business.

Date of Issue: July 2024

## Person Specification

|                                                   |                                                                  |
|---------------------------------------------------|------------------------------------------------------------------|
| <b>Title:</b><br>Hospitality & Catering Assistant | <b>Learning Location:</b><br>Field Studies Council Flatford Mill |
|---------------------------------------------------|------------------------------------------------------------------|

| Essential/Desirable Factors                                                       | E | D | How is this identified? |
|-----------------------------------------------------------------------------------|---|---|-------------------------|
| <b>1. Qualifications &amp; Experience</b>                                         |   |   |                         |
| Previous Customer Service experience                                              | ✓ |   | Application / Interview |
| Basic level Food Hygiene certificate                                              |   | ✓ | Application             |
| Catering and / or hospitality experience                                          |   | ✓ | Application / Interview |
| First Aid qualification                                                           |   | ✓ | Application             |
| Full valid Driving Licence                                                        |   | ✓ | Application             |
| <b>2. Knowledge</b>                                                               |   |   |                         |
| Ability to use standard office software and technology as appropriate to the role |   | ✓ | Application             |
| <b>3. Skills</b>                                                                  |   |   |                         |
| Ability to focus and stay on task when working alone or as part of a team         | ✓ |   | Application / Interview |
| Ability to effectively manage tasks on a day-to-day basis                         | ✓ |   | Application / Interview |
| Excellent communication skills, sensitive to the needs of others                  | ✓ |   | Application / Interview |

## Summary of Main Terms and Conditions

### Contract Term:

This is a permanent position.

### Remuneration:

Grade: Team Member

Salary Grade: Scale Points 4 - 7, actual salary is £19,390 - £20,577 per annum (the full time equivalent salary is £22,308 - £23,673 per annum). This equates to an hourly rate of £11.44 - £12.14.

The point of entry within the salary grade will be dependent upon qualifications and experience. Further incremental progression within the grade will be subject to meeting required standards and satisfactory individual performance reviews.

The salary is paid monthly in arrears by BACS transfer (each monthly payment will represent the average number of hours per week for that month, as noted below). The salary scale is reviewed annually.

It may be possible to be resident on site. If resident, a deduction equivalent to up to 20% of the full-time equivalent salary is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement. If resident, food will be provided during the course of your duties only. Food is not included on days off and holidays.

Workwear is provided by the Field Studies Council.

### Hours of work:

The post is for a total of 1695 hours of work annualised over a full year. The working pattern will be based on a notional average of 37.5 hours per week from March to October and 22.5 hours per week from November to February each year. The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the year according to business needs. This means that you may be required to work additional hours per week during busy periods and considerably less in other weeks to compensate. Evening, weekend, and Bank Holiday working will be required. You will be required to undertake evening and residential duties. The working pattern can be discussed with you at the interview.

There is an expectation that you will occasionally have to travel to other Field Studies Council locations or meeting venues within the UK. Where this is required, this would be agreed in advance and appropriate notice would be given.

### Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equating to 28 days (excluding Bank Holidays) during a complete holiday year. Part time workers, or anyone who joins part way through the year, will receive a pro-rata of the entitlement.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 2 additional days paid leave (pro rata for part time workers).

### Pension:

You will be eligible to join one of Field Studies Council's Pension Schemes.

### Sickness:

During periods of certified sickness, you will be eligible to receive sick pay in accordance with Field Studies Council's sickness absence procedures. The payment of sick pay is subject to compliance with Field Studies Council's rules for the notification and verification of sickness absence, details of which will be provided to you upon commencement of employment.

**Additional Employee Benefits:**

These include Life Assurance\*, a Health Cash Plan with Westfield Health\* and a 24hr Counselling Helpline Service (\*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at Field Studies Council Head Office on 01743 852119.

**Probationary Period:**

This post has a six-month probationary period, during which your suitability for the post will be assessed.

**Post Classification / Criminal Records Check Requirements:**

This post has been classified as **Category A** (as defined in the Field Studies Council Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). You will therefore be required to disclose any convictions, cautions, reprimands, or final warnings which are NOT protected as defined under the Act, and to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS)