

Welcome to the Field Studies Council

Casual Hospitality & Catering Assistant with Field Studies Council Blencathra, Threlkeld, Keswick, Cumbria (CA12 4SG)

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 **Casual 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

Applications will be considered on arrival and interviews arranged accordingly.

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 Blencathra on a rolling basis.

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy, please call Josh Spear (Lead Housekeeper) on 01768 779601

We look forward to receiving your application.

Katy Boreham
Residential Centre Manager

Job Description

Job Title: **Casual Hospitality & Catering Assistant**
Based at: Field Studies Council Blencathra
Grade: Team Member
Reports to: Lead Housekeeper / Lead Cook
There is no line management responsibility associated with this post

Job purpose:

Casual 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 essentially an active role and will require the post holder 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 145 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 shop/bar, grounds maintenance, 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
- 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)
- 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: January 2025

Person Specification

Title: Casual Hospitality & Catering Assistant	Learning Location: Field Studies Council Blencathra
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Essential/Desirable Factors	E	D	How is this identified?
1. Qualifications & Experience			
Previous Customer Service experience	✓		Application / Interview
Basic level Food Hygiene certificate		✓	Application
Catering and / or hospitality experience		✓	Application / Interview
First Aid qualification		✓	Application
2. Knowledge			
Ability to use standard office software and technology as appropriate to the role		✓	Application
3. Skills			
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:

You will be engaged as a casual worker. Field Studies Council can choose to offer you opportunities to provide occasional services as a Casual Hospitality & Catering Assistant, as and when they arise, which you can choose to accept or decline.

Hours of Work:

Due to the varying nature of our business pattern, we are looking for a Casual Hospitality & Catering Assistant to work on an ad hoc 'as required' basis during peak times, therefore hours and times of work offered will vary.

There is no obligation on either Field Studies Council to provide hours of duty, or if offered, for you to accept them.

Remuneration:

Grade: Team Member.

Pay Grade: Scale Point 4 – 7. The rate of pay is currently £11.44 - £12.14 per hour worked.

*Effective 1 April 2025 the rate of pay will be increased to £12.21- £12.96 per hour worked.

The point of entry within the pay grade will be dependent upon qualifications and experience. Due to the casual nature of the contract the post holder will be appointed to a fixed pay point within the grade.

Payment is made monthly in arrears by BACS transfer. The pay scale is reviewed annually.

Workwear is provided by the Field Studies Council.

Holiday Entitlement:

You are entitled to accrue paid annual holiday in accordance with current legislation.

Post Classification / Criminal Records Check Requirements:

This post has been classified as **Category C** (as defined in the Field Studies Council Code of Conduct) which means it is **not exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). No criminal records check is currently required; however, you must still meet the acceptance criteria as defined in the Field Studies Council Code of Conduct.