

Welcome to the Field Studies Council (FSC)

Hospitality & Catering Assistant at Margam Discovery Centre, Port Talbot

We are currently recruiting for two to three fixed term posts expected to end on 31st October 2017.

Flexibility offered on hours and work pattern to be discussed at Interview.

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 FSC 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 FSC, 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
- Information about FSC and Margam Discovery Centre

How to apply:

To apply for this position please download and complete in full the [BASIC application form](#). You must ensure that your application includes examples of how you have demonstrated skills, knowledge and experience in meeting the requirements of the post detailed in both the job description and person specification.

For all recruitment information and the relevant application form please go to our vacancies web page at: www.field-studies-council.org/vacancies

Send your completed application form to: recruitment@field-studies-council.org **OR**
Human Resources, FSC Head Office, Preston Montford, Montford Bridge, Shrewsbury, Shropshire, SY4 1HW

Please note we do not accept CV's without a completed application form.

Applications will be considered on arrival.

If you have any queries regarding this vacancy please call Jane Richmond on 01639 895636. We look forward to receiving your application in due course.

Jane Richmond
Head of Centre

JOB DESCRIPTION

Job Title: Hospitality & Catering Assistant
Based at: FSC Margam Discovery Centre
Grade: Team Member
Reports to: Hospitality & Catering Manager
There is no line management responsibility associated with this post

Overall Job purpose:

Hospitality & Catering Assistants work in the kitchen (including the cafe), service and housekeeping operations to ensure 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 job holder to be able to carry out duties associated with housekeeping & kitchen work including manual handling, e.g. carrying saucepans, trays of food/crockery and laundry, assisting with food deliveries, making beds and operating vacuum cleaners.

Key Responsibilities:

- Assisting with the preparation and service of breakfast, lunches and evening meals for up to 130 residential visitors and staff, and occasional meals for non-residential groups
- Service and clearing in the dining area at meal times, cleaning the kitchen and operating the dishwasher
- Preparation of sandwich fillings and packed lunch materials
- Helping provide refreshments and light lunches for the general public visiting Margam Discovery Centres cafe
- Operating the till and general handling of cash
- 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
- Recognising areas requiring additional cleaning, tackling these where possible and where necessary reporting these to your Line Manager
- 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
- 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
- Undertaking a variety of miscellaneous tasks which could include serving in the shop/bar, collecting or delivering people or materials in FSC vehicles, grounds maintenance, assisting with general maintenance and painting around the learning location

General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC 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 a high standard of personal hygiene & personal appearance in accordance with FSC policies
- Fulfilling your obligations under FSC's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as FSC 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 FSC'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.

Date of Issue: July 2017

PERSON SPECIFICATION

Post Title: HOSPITALITY & CATERING ASSISTANT	Learning Location: FSC MARGAM DISCOVERY CENTRE
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Previous Customer Service experience	✓		Application / Interview
Basic level Health & Hygiene certificate		✓	Application / Interview
Relevant catering qualification		✓	Application /Interview
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
Ability to speak Welsh		✓	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 Term:

These are fixed term posts which are expected to end on 31st October 2017.

Remuneration:

FSC Grade: Team Member

FSC Pay Grade: The hourly rate payable will be at the national minimum wage appropriate to the post holder's age.

Currently –

- £4.05 (Under 18 years of age)
- £5.60 (18 – 20 years of age)
- £7.05 (21 – 24 years of age)
- £7.50 (25 years of age and over)

The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually.

A uniform is provided by the FSC.

Hours of work:

We are currently recruiting for 2 – 3 posts

The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the duration of the contract according to business needs which means that the post holder may be required to work more hours during busy periods and considerably less in other weeks to compensate. Evening, weekend and Bank Holiday working will be required. The working pattern can be discussed further with you at the interview.

Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equivalent to 5.6 working weeks during a complete holiday year. This entitlement includes the Public/Bank holidays or substitute days (as defined in FSC's Employee Handbook) when they fall on a contractual or scheduled day of work. Part time workers will receive a pro-rata of the entitlement. For anyone who joins part way through the year they will receive a pro-rata entitlement of the 28 days.

Pension:

The post holder will be eligible to join one of FSC's Pension Schemes.

Sickness:

During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with FSC's sickness absence procedures. The payment of sick pay is subject to compliance with FSC's rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

Additional Employee Benefits:

These include an Employee Assistance Programme, Life Assurance* and Health Cash Plan with Westfield Health* (*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at FSC Head Office on 01743 852138.

Probationary Period:

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

Post Classification / Level of Disclosure and Barring Service (DBS) Check Required:

This post has been classified as **Category C** (as defined in the FSC 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, the post holder must still meet the acceptance criteria as defined in the FSC Code of Conduct.

FIELD STUDIES COUNCIL: BACKGROUND INFORMATION

Field Studies Council (FSC) is an environmental education charity providing informative and enjoyable opportunities for people of all ages and abilities to discover, explore, and understand the environment.

Our Mission is to bring environmental understanding to all.

Our Vision is inspiring environmental understanding through first-hand experience

What we believe -

FSC believes that the more we understand about and take inspiration from the world around us the more we can appreciate its needs and protect its diversity and beauty for future generations.

In all we do, we are committed to:

- **Delivering first hand experiences.** FSC uses the environment to inspire. Taking in its sights, sounds and smells has the ability to motivate, deepen knowledge and broaden horizons.
- **Providing opportunities for everyone.** FSC strives to provide opportunities for everyone regardless of age, ability or background.
- **Sustainability for the future.** A commitment to the environment is at the heart of everything FSC does: how we run the charity, what people learn on our courses and through our publications.
- **A caring attitude.** From the way we treat our customers, our staff, the environments we work in and the feel of our locations, FSC demonstrates a personal approach with great care taken in everything we do.

What we do -

For more than 70 years FSC has touched the hearts and minds of people of all ages through courses at our network of learning locations, work overseas and the production of resources. Each year over 140,000 people experience FSC many through a visit to one of our learning locations

- Learning outside the classroom experiences with their school, college or university
- Professional training courses for environmentalists and teachers
- Natural history courses
- Identification guides and free resources
- Funded projects both in the UK and abroad
- Art courses
- Family holidays
- Campaigns for the right to outdoor learning and fieldwork

Some of the FSC's proudest moments have arrived when trying to reach those who would not be able to have an FSC experience without some help. In 2014, thanks to FSC members and donations from individuals and Trust Funds, we were able to provide support for over 1000 young people who otherwise would not have been able to take part.

Despite all that we have achieved so far, we hope to provide even more opportunities for people of all ages and abilities to discover, explore and understand the natural world. However, as an Investors in People charity, we realise we can't achieve this without staff that have a real passion for the work of the charity and a pride in their role within it. Every role in the charity is vital to delivering its mission and vision – if this inspires you and you meet the requirements of the post we would love to hear from you.

For more information please also visit www.field-studies-council.org

FSC Margam Discovery Centre

Set in 850 acres of beautiful parkland where 600 deer roam freely, the Margam Discovery Centre in South Wales offers high quality environmental education to all age groups, both residentially and for day visits. There are a huge variety of habitats within the park but the Centre is also in a great location being close to sand dunes, moorland, woodlands, rivers and coasts, including heritage coastline and Gower ANOB. There are also a number of human environments including Swansea and Cardiff, where studies can take place.

The Margam Discovery Centre has a superb reputation for providing high quality courses from Key Stage 2 to GCSE and A-level geography and biology as well as Undergraduate programmes from which we have been getting excellent reviews. We offer a range of leisure and professional training courses, covering virtually every aspect of learning about the countryside, its wildlife and the environment.

The Margam Discovery Centre has the capacity to accept groups from all around the UK. We now have up to 132 beds in 33 en-suite bedrooms each sleeping up to 4 pupils. There are four teaching rooms equipped with interactive and standard whiteboards, as well as recreation, refectory and drying room facilities. The building is a purpose-built facility incorporating sustainable technologies. That said, we aim to spend as much time as possible outdoors with pupils!

The Centre also operates a Café that caters for members of the public visiting the park during certain times of the year.

If you would like to find out more information about FSC Margam Discovery Centre please visit:

www.field-studies-council.org/centres/margamdiscoverycentre.aspx