



Welcome to the Field Studies Council (FSC)

Hospitality & Catering Manager at Juniper Hall Field Centre, Dorking (as part of FSC London Region)

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 Manager vacancy**:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC London Region (also visit www.field-studies-council.org)

How to apply:

To apply for this position please download and complete in full the [MANAGER 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 relevant application, forms 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.

The closing date for receipt of your completed application is 12 noon on Thursday 26th October 2017

Interviews are scheduled to take place at Juniper Hall Field Centre on Thursday 2nd November 2017

If you have any queries regarding this vacancy please call Simon Ward on 01306 734501. We look forward to receiving your application in due course.

Simon Ward
Head of FSC London Region

JOB DESCRIPTION

Job Title: Hospitality & Catering Manager
Based at: Juniper Hall Field Centre (London Region)
Grade: Senior Team Leader
Reports to: Centre Manager / Head of London Region
The management of all aspects of the hospitality and catering teams

Overall Job purpose:

The Hospitality & Catering Manager is a key position within the learning location's management team. Working closely with the Centre Manager/Head of London Region, the post holder will be responsible for the continued development of the hospitality & catering service into a leading edge provision. An inspiring leader you will help to develop and innovate in the provision we offer. You will be responsible for budgeting, expenditure control and line management of approximately 12 people.

This is essentially an active role and will require the job holder to be able to carry out duties associated with kitchen and housekeeping 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:

- Contributing to the leadership of the learning location as a member of the Senior Management Team
- Working with other members of the Senior Management Team to oversee the day-to-day operation of the learning location in the absence of the Head of London Region and Centre Manager
- Leading the catering and hospitality teams, providing clear direction, motivation, support and feedback
- Recruiting and developing staff, including Personal Development Reviews for approximately 12 staff
- The learning location caters for over 120 covers per meal. Whilst it is envisaged that this post will be primarily managerial, on occasions it will involve time spent working directly in the kitchen preparing breakfast (usually at 8 am) and dinner (usually at 6 pm)
- Planning, including developing and implementing action plans with each team, devising rotas and task lists and ensuring these are implemented effectively
- Planning budgets, managing stock and expenditure to devise and implement cost saving strategies to improve efficiency:
 - saving on consumables costs whilst maintaining and improving quality of service
 - saving on staffing costs whilst maintaining and improving quality of service
- Ensuring we effectively provide a choice of dishes at each meal, including a high quality vegetarian option, whilst catering for a range of special dietary requirements
- Continuing to develop and implement the environmental performance policy (gaining external accreditation for these where possible) in relation to:
 - Environmental cleaning products
 - Reducing energy use and waste
 - Reducing our use of processed foods
 - Purchasing local and seasonal produce
- Monitoring standards of service delivery, interacting with customers to ensure their experience of the learning location is positive and responding to customer evaluations to achieve agreed evaluation score targets
- Devising and implementing maintenance plans with the Maintenance Officer, ensuring all areas of the learning location are fit for purpose, and constantly striving to improve the internal decor of our buildings
- Managing health, safety & hygiene of premises, equipment, food preparation and cleaning products

- Managing customer care throughout the learning location and setting a high standard of customer service
- Planning the allocation of rooms to meet customer needs weekly and compiling the meal summary for customer numbers and dietary requirements weekly
- Leading FSC Health & Safety systems for hospitality and catering aspects of the learning location
- Ensuring that the hospitality and catering teams comply with all relevant legislation / FSC Operating Codes of Practice
- Contributing to the wider learning location team, for example, facilitating cross-departmental communication

General:

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Taking an active role in the learning location's evening and residential duty system - this will involve staying on site on some evenings and occasionally overnight to deal with customer issues and respond to emergencies. As a key member of the senior on-call team you will also provide support to other duty staff
- 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 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)
- Driving: We have a number of vehicles which you may be asked to drive. To do so, you will need to be 21 years or over, have a full valid driving licence, to have been driving for at least two years, and undertake an internal assessment on commencement in the role
- 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: October 2017

PERSON SPECIFICATION

Post Title: HOSPITALITY & CATERING MANAGER	Learning Location: JUNIPER HALL FIELD CENTRE
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Minimum of 5 GCSE's or equivalent	✓		Application
Level 2 Award in Food Safety	✓		Application
5 years+ experience of working in a senior hospitality and/or catering role	✓		Application/Interview
Experience managing diverse teams and motivating staff	✓		Application/Interview
Demonstrable experience of planning and delivering accommodation services	✓		Application/Interview
Proven high standards of customer service delivery	✓		Application/Interview
Experience of developing action plans, staff rotas and task lists	✓		Application/Interview
Experience of managing a budget and consumables	✓		Application/Interview
Experience of managing Health and Safety issues, e.g. food safety, fire and emergency procedures, COSHH and risk assessments	✓		Application/Interview
Good written skills and ability to complete relevant paperwork (e.g. stock control)	✓		Application/Interview
Previous experience working within an educational or hospitality institution/environment	✓		Application/Interview
Higher National Certificate in Hospitality Management or equivalent		✓	Application
Experience promoting environmental sustainability in property and services operati		✓	Application/Interview
First Aid qualification		✓	Application
Full valid Driving Licence		✓	Application
Full D1 entitlement with minibus driving experience / certification		✓	Application
2. KNOWLEDGE			
Ability to use standard office software and technology as appropriate to the role		✓	Application
3. SKILLS			
Ability to effectively lead your team and motivate them to achieve high results	✓		Application/Interview
Ability to focus and stay on task in a busy environment or when working alone	✓		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 post.

Remuneration:

FSC Grade: Senior Team Leader

FSC Salary Grade: Scale Points 17-20, currently £25,561 - £29,170 per annum

The point of entry within the salary grade is normally the 1st point in the range therefore subject to satisfactory performance and an individual review, the post-holder will have the opportunity to access up to 3 further incremental points within the grade. It is however assessed on qualifications and experience and for exceptional candidates only consideration may be given for appointment on the 2nd point. 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:

This post is based on a notional average of 40 working hours per week, this will equate to a total of 2080 hours of work annualised over a full year. The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the year 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. Evening and residential duties form an integral part of the post.

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. For anyone who joins part way through the year they will receive a pro-rata entitlement of the 28 days.

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 5 additional days paid leave.

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 852119.

Probationary Period:

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

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 London Region

The FSC London Region consists of FSC Juniper Hall, FSC Amersham, FSC London Projects (including the Royal Parks and Olympic Park) and FSC Epping Forest. FSC Juniper Hall is a residential field centre, whilst the others are day centres. This means is that there are a very high number of students taking part in learning experiences across the region, with 54,782 learners attending courses across the region in 2015. The London Region attracts a large number of groups from across the UK and internationally.

Across the region the FSC also has many partnerships that include the National Trust, National Grid, City of London, The Royal Parks and London Legacy Development Corporation. This continues to grow and will expand over the coming years in new projects and developments across the region.