

# Welcome to the Field Studies Council (FSC)



## Hospitality & Catering Assistant with FSC Blencathra, Nr Keswick, Cumbria

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 FSC Blencathra (also visit [www.field-studies-council.org](http://www.field-studies-council.org))

### **How to apply:**

For all recruitment information and relevant application forms please go to our vacancies web page at: [www.field-studies-council.org/vacancies](http://www.field-studies-council.org/vacancies)

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.

**Send your completed application form to:** [recruitment@field-studies-council.org](mailto: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 and interviews arranged as appropriate**

Shortlisted applicants will be contacted by email.

If you have any queries regarding this vacancy please call Karl Schoeman on 01768 779601 We look forward to receiving your application in due course.

**Lizzie Chaplin-Brice**  
**Centre Manager**

## JOB DESCRIPTION

**Job Title:** Hospitality & Catering Assistant  
**Based at:** FSC Blencathra  
**Grade:** Team Member  
**Reports to:** House Team Leader  
There is no line management responsibility associated with this post

### Overall 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 essentially an active role and will require the post holder to be able to carry out duties associated with housekeeping and 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 120 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 meal times, 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, 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
- Taking an active role in the learning location's evening and residential 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 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)
- 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: May 2019

## PERSON SPECIFICATION

<b>Post Title: HOSPITALITY &amp; CATERING ASSISTANT</b>	<b>Learning Location: FSC BLENCATHRA</b>
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
<b>1. QUALIFICATIONS &amp; EXPERIENCE</b>			
Previous Customer Service experience	✓		Application / Interview
Basic level Food Hygiene certificate		✓	Application
Relevant catering qualification		✓	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:**

FSC Grade: Team Member

FSC Salary Grade: Scale Points 3 - 6, actual salary is £16,016 - £17,766 per annum. This equates to an hourly rate of £7.70 - £8.54 per hour.

The point of entry within the salary grade will be dependent upon qualifications and experience, and the National Minimum Wage rate appropriate to the post holders age. 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. The salary scale is reviewed annually.

If resident, a deduction is taken from your gross monthly salary and you will be required to sign a residential accommodation agreement. Food will only be provided during the course of your duties. Food is not included on days off and holidays.

Workwear is provided by the FSC.

### **Hours of work:**

The post is based on a notional average of 40 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. This means that the post holder 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. The post holder will be required to undertake evening and residential duties. The working pattern can be discussed 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. 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 three 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 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. Thanks to FSC members and donations from individuals and Trust Funds, each year we are able to provide support for over 1000 young people who otherwise would not be 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 cannot 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](http://www.field-studies-council.org)

## FSC Blencathra Centre

Blencathra Field Centre is situated in the North of the Lake District with panoramic views of England's grandest National Park. Immediately to the north of the Centre is Skiddaw Forest which, along with the Centre Grounds and Greta Valley, provides a focus for much of the fieldwork undertaken. Blencathra is a diverse Centre having a large number of taught and independent courses, as well as self-catering facilities for fully independent groups and holiday cottages. In 2013 our Renewable Energy - Low Carbon Vision project was completed. This has reduced the carbon footprint of the Blencathra Centre's buildings by 80% through the installation of a combined system of renewable energy technologies to supply heat and power, incorporating hydroelectric power and biomass. Looking after our customers is of paramount importance and the Administrative, Hospitality, Catering, Maintenance and Education teams all play their part in ensuring we offer outstanding customer service. The management of the Centre is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience. There are 28 staff at the Centre, with some living residentially taking advantage of the spectacular outdoor activities.

If you would like to find out more information about FSC Blencathra click on our updated **WEB** pages [www.field-studies-council.org/blencathra](http://www.field-studies-council.org/blencathra) or follow us on Twitter @BlencathraFSC