**Hospitality General Assistant: Aberdovey Centre**

**Salary: £14,976, plus benefits. (£12.00 per hour.)**

**Permanent position. 24 hours per week.**

The Outward Bound Trust is an educational charity providing adventure-based, outdoor learning for young people from six centres across the UK.

We're a charity with a mission, we use learning and adventure in the wild to teach young people the most important lesson they could ever learn: to believe in themselves. We do this so they can develop the attitudes, skills and behaviours that they need to make a positive change in their lives.

Our hospitality team play a very important role in the experience our course participants and guests have whilst at The Outward Bound Trust.

Our Aberdovey Centre is based in the Snowdonia National Park, just outside the village of Aberdovey. The centre can accommodate up to 180 young people at any one time.

**The job (in a nutshell)**

Reporting to the Head of Hospitality, the focus of the role is working in the kitchen supporting the kitchen team preparing great food, which is freshly made every day, and assisting in the dining room during food service. You’ll also be assisting in the tuck shop, and occasionally working in housekeeping.

Overall, you will be part of a team delivering a high standard of catering for all our guests and course participants.

**Key responsibilities**

* Food preparation and service, and general kitchen duties in accordance with policies and procedures
* Assist with operating the tuck shop and vending services
* Safely operate all equipment and the handling of chemicals
* Follow all health and safety, security, and emergency procedures
* Report on any maintenance issues
* Complete any relevant training
* Work professionally to a high standard as a team member, including cooperation and communication with colleagues and line manager
* Work across departments when required
* Work towards achieving The Trust’s environmental objectives
* Work towards achieving The Trust’s strategic plan
* Carry out any other duties as may be reasonably required

**Who we’re looking for and your attributes**

* You’ll need to enjoy working as part of a team
* Have a friendly, enthusiastic ‘can do’ attitude and contribute to a positive work environment
* Be energetic, with a level of fitness to be able to manage the physical demands of the job and site
* Be reliable and have good timekeeping
* Have good organisational skills.
* Be able to work in a busy environment
* Have good attention to detail
* Have an excellent approach to customer care
* Be happy to work unsupervised and to take instructions from more experienced staff / team
* Ability to relate to and communicate with all types of people

**Your knowledge, skills and experience**

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| --- | --- |
| City & Guilds Catering/Hospitality qualification or NVQ equivalent | Desirable  |
| Basic Food Hygiene Certificate or equivalent | Desirable  |
| Understanding of Health & Safety / Food Safety regulations, procedures and working practices (COSSH, Risk Assessment, Manual Handling, Accident Reporting etc) | Desirable  |
| Understanding of stock control and budget achievement | Desirable  |
| Current First Aid at Work certificate | Desirable  |
| Able to delegate and manage achievement of tasks with others | Desirable  |
| Previous front of house experience  | Desirable  |
| Worked within similar or greater turnover/volume establishments | Desirable  |
| Use of computer based systems for stocktaking, invoice processing, dish costing, etc | Desirable |
| Worked within a counter service / “food on display” setting | Desirable |

**Working Hours**

24 hours a week. The shift pattern will predominantly be Monday – Thursday, starting at 1600 and finishing at 2230.

During busy periods you will work above your standard hours, but less than your standard hours during quieter times.

The centre is open all year round, except over the Christmas and New Year period.

**Benefits**

* Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays, pro rata
* Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline
* 8 weeks’ sick pay at full salary in any 12 months
* Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date
* Personal Accident Insurance while at work or commuting
* Private healthcare: cash plan currently with Medicash: on application after completion of probation; taxable benefit
* Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months’ service
* Berghaus uniform items provided. Also, the opportunity to purchase Berghaus products at discounted prices
* Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service).
* Cycle to work scheme

**Probation period**

There is a three month probationary period from the employee’s start date.

**How to apply**

To apply for this job please send an email with your up to date CV and let us know why you are a good fit for this job description. Please send to Dave Jenkins, Head of Hospitality: david.jenkins@outwardbound.org.uk.

If you have any queries regarding the information supplied or the recruitment process, or you would like an informal chat, please contact: david.jenkins@outwardbound.org.uk.

**Closing date**

See the information on our website.

**Interviews:** will be held by mutual agreement.

*The post is subject to an enhanced disclosure check by the Disclosure Barring Service, which The Trust administrates.*