



## **GENERAL ASSISTANT - HOUSEKEEPER**

### **The Outward Bound Trust – Eskdale, Cumbria**

£12 per hour. Real Living Wage.  
16 hours per week. Permanent Contract.

#### **The Outward Bound Trust**

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

Our Eskdale Centre is an eighty-six bedded residential learning centre, dedicated to working with young people within employment, being apprentices and graduates.

Our hospitality team play a very important role in the experience that course participants and guests have and are a valuable component in ensuring a quality visitor experience is provided at the Eskdale centre.

#### **The Job (in a Nutshell)**

As a member of the Housekeeping Team, you will clean and prepare bedrooms, public and staff areas around the centre and assist with in-house laundry.

#### **Responsibilities**

1. Work to a high standard in compliance with The Trust's Service Level Agreements.
2. Report any maintenance issues.
3. Safely operate all equipment, storing and handling of chemicals.
4. Comply with health and safety, security, and emergency procedures.
5. Be courteous to customers and colleagues.
6. Work across departments when required.
7. Provide a high standard of customer care.
8. Carry out any other duties as may be reasonably required.
9. Work towards achieving The Trust's strategic plan and The Trust's environmental objectives.

#### **Your Attributes**

##### **Essential**

- Ability to work on own initiative
- Committed to providing exceptional customer service
- Energetic with a level of fitness, role requires some lifting
- Dependable and flexible
- Reliable, with good timekeeping
- Demonstrate professionalism and contribute to a positive work environment
- Good eye with attention to detail
- To look after all our guests showing a 'can do' attitude at all times
- Be happy to work unsupervised and to take instructions from more experienced staff

#### **Salary and benefits**

Salary: £12.00 per hour. 16 hours per week.

### **Working hours**

2 x 4 hour morning shifts. Monday - Thursday. Flexible start and finish times.  
1 x 8 hour shift every Friday from 0900 - 1730.

### **Benefits**

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline
- 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
- Employee assistance programme – Unum. In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services
- Healthcare plan: cash plan currently with Medicash: on application after completion of probation; taxable benefit
- Sick pay: 8 weeks at full salary in any 12 month period
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service)
- Cycle to work scheme.

### **Other**

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service, which Outward Bound administers.

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

### **How to apply**

Please send an up to date CV and a covering letter explaining the fit to the role to: [jay.lombard@outwardbound.org.uk](mailto:jay.lombard@outwardbound.org.uk). The names and addresses of two referees should be included, one of which must be from a recent employer.

If you have any queries regarding the information supplied or the recruitment process, or if you prefer to initially call Jay, Head of Hospitality, for an informal chat, please ring: 07824 566995.

Interview date: flexible.