



Catering Assistant/s
£NMW to £8.51, depending on age & experience
Permanent and Fixed Term contracts available

Reporting to: Catering Manager

Hours: Varying shifts available, minimum 15 hours per week, weekend and bank holidays essential

Term: Permanent and fixed term contracts available

Location: The Wordsworth Trust, Dove Cottage, Grasmere

Salary: National Minimum Wage to £8.51 per hour, depending on age and experience

Overview

We're opening a beautiful new café, right at the heart of this historic Wordsworth site and we need enthusiastic, energetic and friendly people to help operate this exciting new venture. Whether you've worked in catering, hospitality or retail previously then this is a fantastic opportunity to meet new people, work on an exciting new project and develop your skills in customer service.

Job Description

Being a Catering Assistant at the Wordsworth Trust means delivering outstanding levels of customer service to a broad range of visitors. It means assisting in the effective operation of the café and café retail offer in a variety of duties which could involve the preparation of simple food and beverage items, serving customers, maintaining presentation and hygiene standards and supervised kitchen tasks. You will do everything possible to maximise sales so that profit can be reinvested in the charitable priorities of the Wordsworth Trust.

As a Catering Assistant you will:

1. Deliver exceptional service standards to every visitor.
2. Maintain high standards of presentation of products, food and drink and the café.
3. Maximise sales across both catering and retail products.
4. Ensure product knowledge is always up to date, that you are aware of sales targets and use every opportunity to exceed them.
5. Maintain accurate stock records in line with Wordsworth Trust procedures and action stock checks as and when directed.
6. Undertake washing up and general cleaning duties to ensure high standards of presentation and hygiene at all times.
7. Play an active part in creating a great team.



8. Comply with all relevant legislation and Trust policies to minimise risk to customers, staff, contractors and yourself.
9. Establish a clear link to our charitable purpose by passing on information to visitors about menu, products, sustainability and links to the history of the site.
10. Minimise energy consumption where possible.

About Us

The Wordsworth Trust is based at Dove Cottage in Grasmere, where William Wordsworth lived during his 'Golden Decade' (1799–1808) and wrote most of what is now regarded as his most important work. We have been described as 'the finest literary museum in the world'.

Dove Cottage and the adjacent Wordsworth Museum are visited by tens of thousands of people each year. As well as operating a busy visitor attraction, the Wordsworth Trust maintains most of the conservation area of Town End, looks after a unique collection of manuscripts, books and fine art, and runs thriving education, exhibitions, events and community outreach programmes. We are also a centre for international research and scholarship.

'Reimagining Wordsworth'

In March 2018, the Heritage Lottery Fund awarded the Wordsworth Trust a delivery grant of £4.1 million which, combined with funding from other individuals and institutions, puts us on course to make profound and exciting changes to our site and activities in time to celebrate the 250th anniversary of Wordsworth's birth in 2020. The project will revitalise our site and will include conserving Dove Cottage and reinterpreting its interiors, expanding the Wordsworth Museum and creating a new learning centre, café and retail experience.

'Reimagining Wordsworth' aims to encourage more people, from a more diverse range of backgrounds, to participate in and be inspired by our literary and cultural heritage. Our objectives from the project are to realise the full potential of the Trust's heritage to provide lasting, life-changing experiences, to reach a larger and more diverse range of audiences and to create a more financially and environmentally sustainable organisation.

To enable us to achieve these objectives we are creating a brand-new café at the heart of the visitor's experience. The café will serve a locally sourced, seasonal menu in a sustainable manner. This could be the most exciting time in 127 years to join the Wordsworth Trust.

Timetable

The deadline for applications is noon, Friday 6th September 2019. Shortlisted candidates will be invited to an interview in the week commencing 9th September 2019.

For further questions and to send your completed application please contact:
Catherine Foster c.foster@wordsworth.org.uk



PERSON SPECIFICATION

Personal Attributes Required	Essential or Desirable
<p>Qualifications and Training</p> <ul style="list-style-type: none"> • Basic Food Hygiene Certificate or equivalent. 	D
<p>Success in and experience of:</p> <ul style="list-style-type: none"> • Food & beverage best practice including the production and/or service of high-quality food and drink. • Working in a high turnover, quick service, food & beverage environment or equivalent industry. • Delivering exceptional standards of customer service. • Working as part of a successful team. • Cash handling and using electronic till based systems. • Working in an arts and heritage environment. • Working in the charitable sector. 	D D E E D D D
<p>Skills/Knowledge/Aptitudes</p> <ul style="list-style-type: none"> • Ability to work as part of a team. • Numerate • An understanding of commercial drivers in a café environment. • Awareness of and willingness to train Food Hygiene, allergens and Health & Safety compliance requirements. • Ability to learn stock control procedures. • Good verbal communication skills. • Competent IT skills and ability to use an electronic till system. • Ability to work under pressure. • Flexibility and ability to use own initiative. 	E E D E E E D D E
<p>Other Requirements</p> <ul style="list-style-type: none"> • Energy and enthusiasm. • Interest in developing product knowledge. • Knowledge of Lake District. 	E E D

Employment will be subject to a right to work check and an identify check being undertaken, references being taken and verification of essential qualifications and professional memberships.



Catering Assistant

Terms and conditions

Contract	Fixed term or permanent
Salary	National Minimum Wage to £8.51 depending on age and experience
Pension	Opportunity to join a defined contribution pension scheme with The People's Pension
Reporting to	Catering Manager
Hours	Variable, minimum 15 hours, with weekends and some evenings
Holidays	20 days plus bank holidays pro rata. This will increase to 22 days plus bank holidays from 2020.
Workplace	The Wordsworth Trust's premises at Dove Cottage, Grasmere, Cumbria, LA22 9SH
Benefits	Discounts in the Wordsworth Trust's café and shop.

The deadline for applications is noon, Friday 6th September 2019. Interviews will take place at our Grasmere offices the week commencing 9th September 2019.

We regret that we can only notify those applicants who are shortlisted for interview.