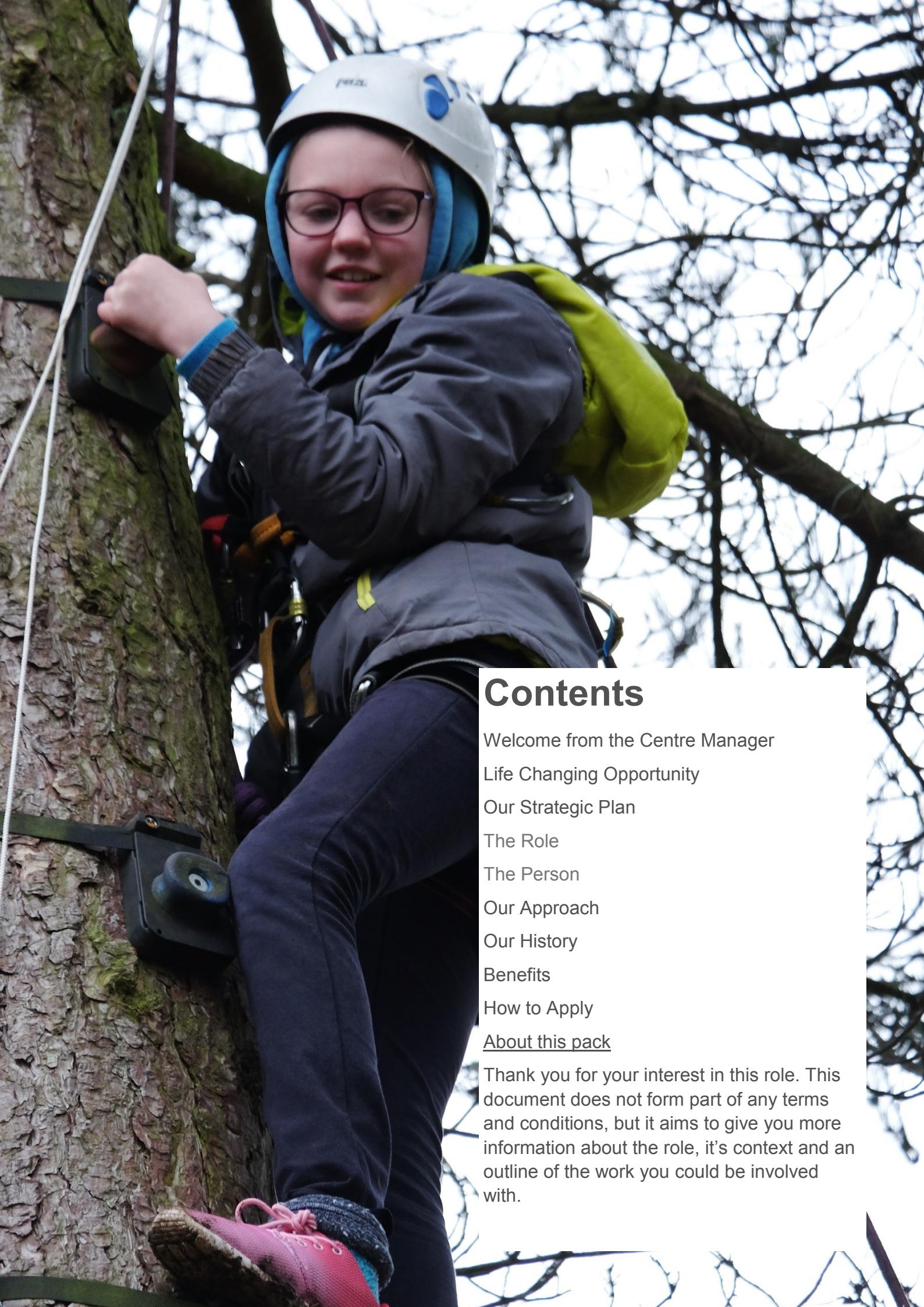




CASUAL CATERING ASSISTANT

Application information Pack





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About this pack

Thank you for your interest in this role. This document does not form part of any terms and conditions, but it aims to give you more information about the role, its context and an outline of the work you could be involved with.

Beaudesert

Outdoor Activity Centre



Welcome

Beaudesert Outdoor Activity Centre provides outdoor experiences for young people from all backgrounds. We offer life changing experiences and we help to develop confidence, teamwork, leadership and communication through outdoor activities.

Outdoor adventure is about opportunity and that's what young people need more than anything else. From support and friendship to new skills and renewed confidence, outdoor adventure brings a spirit of optimism and practicality to its work. Outdoor adventure is for all young people.

At Beaudesert Outdoor Activity Centre we believe that young people have great things to offer. We give them the opportunity to discover their potential, benefit from our positive supporting environment and make a difference. Whether its making new friends around the campfire, playing a starring role in a team activity or developing leadership skills in an outdoor environment, We lift spirits, recognise achievement and raise aspiration through outdoor activities.

All of this is made possible by our fantastic grounds and facilities and a dedicated team of staff. Positive role models are vitally important. We want to inspire a new generation of young people who love the outdoors and are filled with enthusiasm and spirit to make things better for themselves and those around them.

Nigel Ruse

Centre Manager



LIFE CHANGING ADVENTURE

Beaudesert Outdoor Activity Centre delivers around 50,000 activity days to young people every year. We help young people explore their potential, grow in confidence and become active members of their community. We make a positive impact on young people and the adults who visit.

Offering over 40 different types of activity from abseiling to coracling to via ferrata to archery to high ropes to fire lighting, our activities help young people from pre school age through to 25 year olds grow in confidence and achieve their potential.

This is only possible through the efforts of our staff. We employ people who are passionate about the outdoors and passionate about making a difference. Our staff genuinely enjoy their jobs. There is nothing more rewarding than helping a young person overcome their fears, seeing the quiet and shy one of a group playing a starring role in a team building activity and waving off a coach full of happy children who are full of memories they will keep forever.



“Every child has the right to adventure. Life is about grabbing opportunities. Its all about friendship and fun and adventure– people who might not normally have the chance for adventure.”

Bear Grylls, Chief Scout

Beaudesert

Outdoor Activity Centre



OUR STRATEGIC PLAN

We are continually working towards our 2016 - 2021 strategic plan with a focus on growing the following key areas:

Growth

We believe every child should have the opportunity to participate in outdoor activities.

Inclusivity:

We will continue to develop opportunities for all age ranges and all backgrounds to participate in activities at Beaudesert Outdoor Activity centre.

Participant driven

We offer all customers easy routes to give feedback and we use that feedback to shape our future.

Community impact

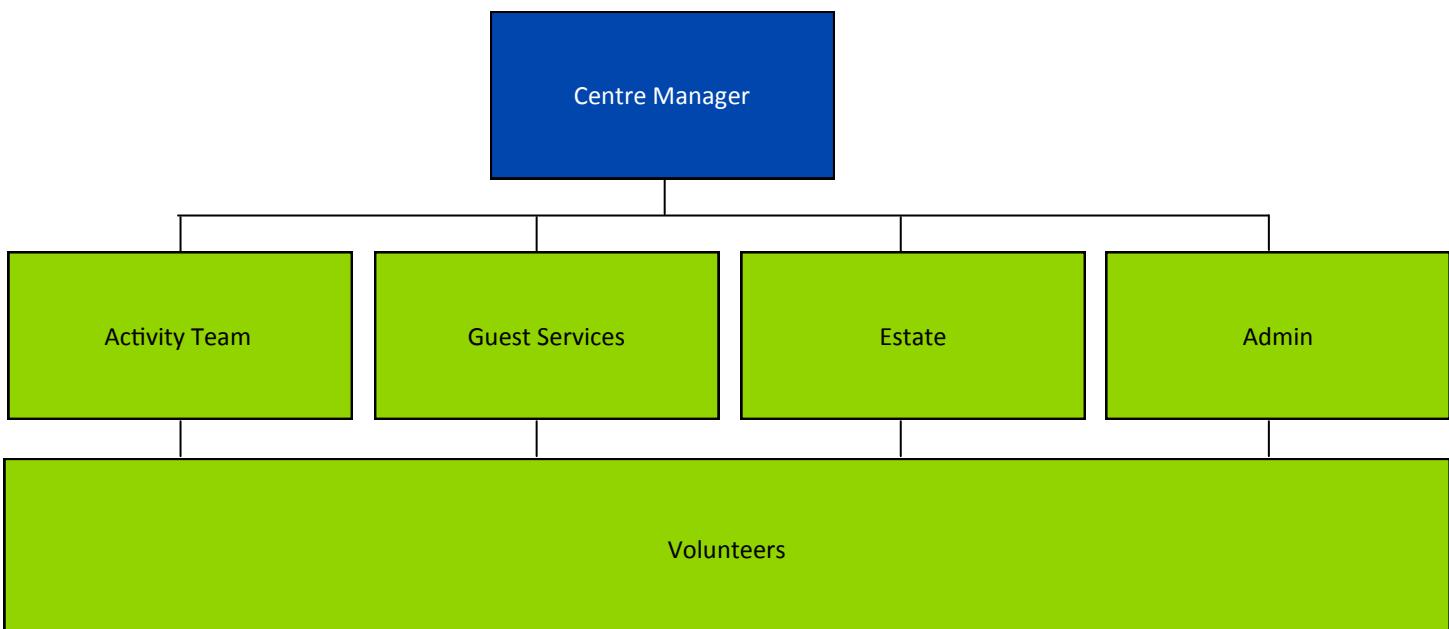
We are now developing opportunities for young people in the local community to get involved.





HOW WE OPERATE

Beaudesert Outdoor Activity Centre is based in Cannock Wood, Staffordshire and its operation is divided into four teams with volunteers supporting. This role comes within the Guest Services Team.



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Outdoor Activity Centre



THE ROLE

The role of a casual catering assistant is to help deliver our catering services. You will be given training and support to enable you to do this. Depending on your experience you may run the kitchen operation for a particular shift or you may support the operation with kitchen porter tasks.

Whichever role you carry out you will be expected to take responsibility for delivering a high standard of customer care and ensuring that all young people have enough to eat.

Ideally we are looking for people with proven cooking skills or kitchen porter experience, however we are willing to offer training to someone with the right attitude.

You will have a "can do" mentality and be committed to achieving sales and feedback targets and maintain the current high standards.





THE JOB DESCRIPTION

- Prepare food with a high standard of food hygiene.
- Cook good quality meals following our standard menus.
- Ensure meals are served on time.
- Keep the kitchen and dining room to a high standard of cleanliness
- Wash up.
- Serve meals efficiently and with a smile.
- Be responsible for talking to the guests at meal times to ensure that they understand how meal times work and what is being served.
- Understand food allergies and how to advise customers.
- Ensure every guest is offered an alternative if required.
- Deliver high quality customer care to enable us to achieve our feedback targets.
- Store food correctly and keep good stock control.

The Training

- Food Hygiene.
- Further training in allergy advice.
- In-house training to develop your cooking skills.
- Health and safety training including manual handling.
- Safeguarding training.

The Person

Skills and ability

- Good communication skills orally, computer and in writing.
- Ability to work well within a team.
- Clearly demonstrate an ability to provide first class customer service.
- Good time management.

Knowledge and understanding

- Some basic knowledge of cooking.
- Ideally some experience of cooking for large numbers.
- Some experience of kitchen porter duties such as food preparation or washing up.

Other essential criteria

- Be willing to work hard at times.
- Be willing to undertake a DBS check and agree to comply by Beaudesert Outdoor Activity Centre's Safeguarding policy.

The post holder agrees to abide by Beaudesert Outdoor Activities Centres health and safety principles and code of conduct and to take all reasonable steps to ensure both their own safety and the safety of others.

The post holder agrees to promote and uphold the principles of equal opportunities in accordance with Beaudesert Outdoor Activity Centres Equal opportunities policy.

The post holder agrees not to disclose and confidential or sensitive information to a third party or outside organisation except where required to do so by law.



OUR APPROACH

If we are to achieve such an ambitious agenda we need to be clear on the principles that will define the way we work. These principles are:

Results Focused

- Ambitious but realistic targets have been agreed, we aim to double the number of young people using our facilities by 2021

Partnership working

- We make a bigger impact when we work with other people in the industry. Currently we work with partner companies delivering the NCS programme, Princes Trust and organisations such as The Scout Association and Girl Guiding UK

Innovation

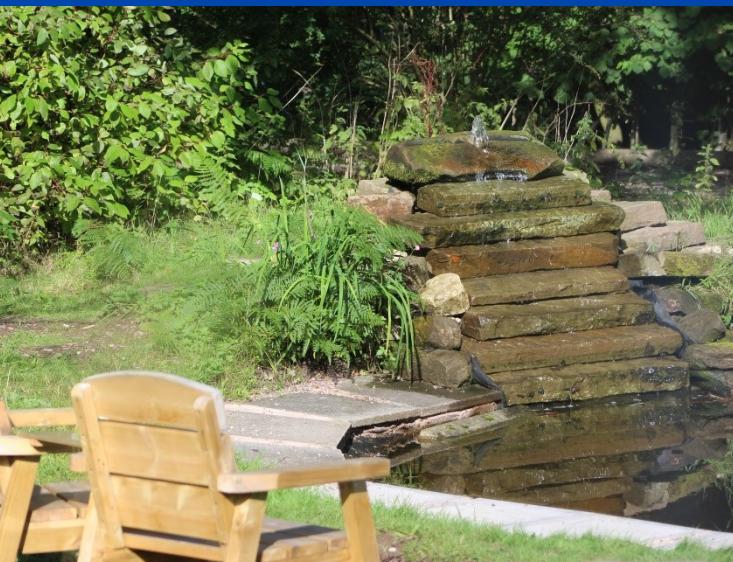
- We encourage all of our staff and our customers to think of and suggest new ideas. Feedback is key to our development.

Sharing Best Practice

- We continually share best practice and look at how others in the industry work. Our research to ensure that we are following what is best practice in the industry is key to our success.

Using digital technology

- It is an inescapable fact that we live in a digital world. We need to seize opportunities within digital technology to enable us to communicate to new organisations and a wider community. We are investing in technology to make our processes clearer, more efficient and less time consuming.



OUR HISTORY



The estate at Beaudesert or Beaudesert Park, occupied a large proportion of Cannock Chase. It is assumed that the name derived from the landscape, being French in origin and roughly translated to beautiful wilderness. The first Beaudesert Hall was occupied as early as 1292 and in the early 14th century it was the palace of the Bishop of Lichfield and Coventry. Later it was owned by Henry Paget

In 1937 Lord Anglesey gave 123 acres of land on which the gardens stood to the scouts, guides and other associations and organisations having similar purposes. The Beaudesert Trust was set up to administer the land. A camping site was opened on 2 July 1938 by H.R.H. The Princess Royal.

The remains of the hall are still standing and the Walled Garden is now used as our main activity area.

Beaudesert

Outdoor Activity Centre



BENEFITS

A wage of £8 per hour plus rolled up holiday pay

The post can be live in, shared accommodation is provided for this if required.

This is a casual contract and work is offered when it is available. We are not under any obligation to offer you any work nor are you under any obligation to accept the work.

The nature of this post requires early morning, evening and weekend work.

Salaries are paid by direct transfer on the last day of the month.

Contracted hours of work—Casual contract

Location: Beaudesert Outdoor Activity Centre, Cannock Wood, Rugeley, Staffordshire, WS154JJ

Holiday entitlement 33 days per year rolled up and payed together with your hourly rate.

Probationary period: This post is subject to 3 months probationary period

Notice Period N/A

Employee benefits:

Beaudesert Outdoor Activity Centre is keen to develop a team of people who enjoy their job and who are valued employees. We offer a range of benefits to add value to your package:

Looking after your health and well being:

Food and Drink—While at work we provide lunch free of charge. Free beverages are available at all times.

Looking after your future— All employees are able to opt into our pension scheme through NEST. Beaudesert Outdoor Activity centre will contribute the same as the employee up to a maximum of 8% The scheme is flexible and so you can take it with you when you leave.

Training budget—we are committed to training and developing our staff

Bonuses—a range of bonuses and payments are made including recognition for star performers nominated by our customers through the feedback scheme.

HOW TO APPLY

Please submit a CV and a letter of application.

In your letter of application please tell us why you are interested in a casual catering role with us and tell us if you have any other commitments. Pay attention to detail in your letter and CV as this is the first stage of your application. If you are successful you will be invited to join us for a paid trial of up to 14 days. If you are successful you will then be invited to a formal interview. At the end of the interview we will normally be able to tell you if you have been successful or not. If you are unsuccessful we will happily provide feedback to help you.

Applications should be emailed to HR@beaudesert.org.uk

or posted to Centre Manager, Beaudesert Outdoor Activity Centre, Cannock Wood, Rugeley, Staffordshire, WS15 4JJ

We are looking for a number of casual catering staff while this area of our business grows

