

R A B Y

General Assistants - Catering Job Description

The Raby Estate comprises substantial landholdings and trading operations in Co Durham and Shropshire that are owned by Lord Barnard. Raby Estate business operations include in-house farms, let farms and residential property, visitor attractions and sporting enterprises across 3 Estates in Co Durham and Shropshire.

Raby Castle near Staindrop has been the home of the Vane family for generations and is open to visitors. Lord and Lady Barnard seek to develop the Castle and grounds so that it becomes one of the foremost visitor attractions in the North. High Force in Upper Teesdale attracts approximately 100,000 visitors per annum and has potential to be developed further.

As part of the development of the visitor experience, we are looking for enthusiastic outgoing individuals, with great customer service skills to join our team at Raby Castle & High Force.

The hours will include weekends, bank holidays and school holidays so we are looking for flexible and reliable people. Food Hygiene Level 2 and some previous experience would be an advantage.

Salary:	Competitive, meets national living wage
Qualifications:	Food Hygiene Level 2 preferred
Hours:	Flexible
Reports to:	Cafe Manager, Café Supervisor, Duty Manager
Liaising with:	Food & beverage staff, Retail staff and any estate staff

Main Objective:

- Assist in the preparation of food and ensure it is cooked to the highest standard as set out on the menus.
- To deliver outstanding customer service, which provides for an unforgettable visitor experience, creating loyal, return visitors to Raby Estates

Job Requirements:

- Excellent customer service skills
- Flexible approach to duties undertaken
- Ability to work within a team or on own initiative as required
- Enthusiasm and capacity for hard work
- Attention to detail
- Carry out general cleaning duties in all relevant catering areas
- Assist the Catering Supervisor to establish customer requirements
- Very good understanding and knowledge of Food Standards Agency legislation and best practice guidance and to record statutory food safety records evidencing required food hygiene control measures
- To be able to work weekends, bank holidays, school holidays and occasional evenings

This list is not exhaustive, and you will be required to carry out any other reasonable tasks arising from time to time.