

R A B Y

Job and Person Specification

Job Title:	General Assistant
Reports to:	General Manager
Liaising with:	The Hotel Team and Duty Manager
Location:	High Force Hotel, Co. Durham
Job Ref:	VA10-2021

Purpose of Job:

Raby has a busy Leisure and Tourism department which operates two successful visitor attractions of Raby Castle and High Force Waterfall along with the associated hospitality offered at these iconic sites. There is also a very busy events schedule throughout the year with a huge focus on the Christmas period.

We are now looking for new team members to support us during these busy periods both in the High Force Hotel and at Raby Castle, Park and Gardens. If you are flexible and would like to join our team of passionate individuals, then we would love to hear from you.

This customer service role is varied and includes waiting on tables, serving our guests and visitors selling tickets and ice creams and all other aspects of the business.

Our busiest periods are on weekends and holidays so having the ability to work during these times would be a strong advantage.

This is a great opportunity to join our progressive and fast paced business where you can learn new skills and become an integral part of our fun and exciting business.

Our busiest periods are on weekends and holidays so having the ability to work during these times would be a strong advantage.

Key Tasks and Responsibilities:

- Be flexible and adaptable around the needs of the business.
- Have an outgoing and friendly personality with an ability to get on well with others.
- A passion for excellent customer service and take pride in what you do.
- To act responsibly and safely at all times, demonstrating excellent standards and safety principles across the business.
- To support other areas of the wider Raby Estate if required with the same degree of commitment.
- To comply with all statutory requirements and local authority directives.
- To ensure all work is carried out safely without risk to health.
- To assist with helping the business reduce its environmental impact.
- To be fully aware of and strictly comply with security procedures at all times.
- To undertake any other reasonable project or task as requested by the management to grow and improve the business.

R A B Y

Skills Required:

- Flexibility to work on a rota.
- Positive attitude.
- Ability to work under pressure.
- A genuine personality with enthusiasm and ambition.

Experience:

No experience is necessary as full training will be provided.