

R A B Y

Job Advert

Job Title:	Food and Beverage Assistant
Reports to:	F & B Manager, F & B Ops Manager, F & B Supervisors
Department:	Leisure and Tourism
Location:	The Vinery, Raby Castle
Hours:	Seasonal, we are looking for people that can mainly only work weekends but can also assist during Events and school holiday periods.
Rate of Pay:	Competitive depending on experience and age. (Above NMW)
Job Ref:	VA212-2025

About Raby

Raby is a thriving, family-run estate under the stewardship of the Vane family, with a rich heritage and a forward-looking vision. Steeped in history, Raby Castle is surrounded by over 200 acres of beautiful parkland and gardens in County Durham. Raby has been home to generations of the Vane family and remains a vibrant destination offering tourism, hospitality, and events throughout the year.

In addition to Raby Castle and its grounds, the estate also includes High Force Waterfall, one of England's most spectacular natural attractions, and the High Force Hotel, which offers accommodation and dining in the heart of the North Pennines Area of Outstanding Natural Beauty. The estate comprises of landholdings across County Durham and Shropshire, with a focus on sustainable land management and stewardship of the land.

About the Role

Exciting opportunities have arisen for enthusiastic Food and Beverage Assistants to join our team at The Vinery, a stunning glasshouse café surrounded by acres of parkland within the historic Raby Castle estate. This role is primarily weekend work and daytime hours, with additional hours available during events and school holidays.

As a Food and Beverage Assistant, you'll be an ambassador for Raby, helping to create memorable experiences for every visitor.

Key Tasks and Responsibilities

- Delivery of exceptional customer service ensuring that visitors receive a positive first impression and a friendly welcome.
- Monitor stock levels and stock management.
- Open and closing duties of the kiosks.
- Maintain cleanliness of all areas, following allergen guidelines.
- Cash handling, use of Epos till system and running end of day reports.
- Lead by example – have a high respect for food safety and health & safety.
- Preparing and serving hot and cold drinks such as coffee, tea, artisan, and speciality beverages.
- Cleaning and sanitising work areas, utensils, and equipment.
- Describing menu items and suggesting products to customers
- Be an ambassador for Raby

R A B Y

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

Requirements

- Previous experience of cash handling and use of an EPOS system or similar, preferred but not essential.
- Availability to work weekends and holidays is essential.
- An outgoing, helpful, and friendly personality.
- Confident in engaging with members of the public.
- Enthusiasm and capacity for hard work.
- Flexible attitude with willingness to undertake any task required.
- Effective communication and organisational skills.
- Honesty and a high level of integrity
- Willingness to adapt to different tasks and schedules, responsive to changing needs in the Food and beverage environment.
- Systematic and cheerful approach with a 'can do' problem solving attitude.
- Willing to undertake appropriate training.
- A kind and caring attitude towards your colleagues and customers.

What we have to Offer

- Competitive wage, depending on experience and age. (Above NMW)
- Employee Assistance Programme.
- Free Car Parking
- Continuous improvement through staff training and staff development programs
- Discounts at our retail and food outlets
- Discounts at High Force Hotel
- Free access into our leisure attractions at Raby Castle and High Force
- Behind the scenes tour of Raby Castle
- Raby Estate social events throughout the year

How to apply

If you feel you have the necessary skills, experience, and personality to undertake this role, please apply below.

Privacy statement

Raby Estates are gathering the data in this application for the purpose of recruitment and to ensure we can contact you regarding this application.

For information about what we do with your personal data see our [Raby Privacy Policy](#).