



Application Information Pack

Head Caterer

Full Time (35 hours per week)

Coltishall, Norfolk

Introduction to Girlguiding Anglia

Thank you for your interest in the role of Head Caterer at Hautbois Activity Centre. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

About Girlguiding Anglia

Girlguiding Anglia is one of the nine Countries and Regions of Girlguiding, the UK's leading charity for girls and young women. The Region covers the following counties - Bedfordshire, Buckinghamshire, Cambridgeshire (West and East), Essex (West, North East and South East), Hertfordshire, Lincolnshire South, Norfolk, Oxfordshire and Suffolk.

We are dedicated to enabling girls and young women to develop their potential and to make a difference in the world. Guiding offers girls and young women a space where they can be themselves, build friendships, gain valuable skills and make a positive difference to their communities. Our dedicated volunteers run Rainbow, Brownie, Guide and Ranger groups throughout Anglia regions twelve guiding counties.

Girlguiding Anglia is a volunteer-led organisation, with all employees working in partnership with our members for the benefit of girls, young women and volunteers. The policy and decisions regarding the Region are overseen by trustees, who are all volunteers, and the CEO who is a paid member of staff.

For more information please go to Girlguiding Anglia's website:
www.girlguiding-anglia.org.uk

Hautbois Activity Centre

Hautbois Activity Centre, is set in the Norfolk countryside and is an expert provider of outdoor adventures and opportunities for learning and discovery.

Owned by Girlguiding Anglia, Hautbois offers a wide range of outdoor activities and residential opportunities. Our customer base includes Guiding and Scouting, youth groups, schools and colleges, as well as corporate and private event bookings.

Set in a 28-acre woodland estate on the outskirts of Coltishall, indoor accommodation is provided at Hautbois House, a large eleven-bedroom house catering for residential groups of up to 60 guests. In addition, Hautbois has seven campsites (with a maximum capacity of 350), plus the Reedcutters' Village, a residential village sleeping 48 in shepherds' huts, and over 25 adventurous outdoor activities, including abseiling, climbing, archery and water activities on the River Bure.

Its work changes throughout the year with the main peak season running from April to October. There are currently 15 full-time staff members, and other staff are employed as required during busy times.

Hautbois Activity Centre website: www.hautbois.org.uk

Head Caterer

Hautbois Activity Centre is looking for a Head Caterer to work closely with the Centre Manager and team to ensure the smooth running of the estate.

We are looking for someone with an enthusiastic and positive outlook who can bring to the role a variety of skills and experience across the key areas shown in the job description, including the ability to work on their own as well as part of the team.

Working Hours: 35 hrs a week.

Salary: Dependant on experience

Duration: Permanent

Applications:

Please complete the **Application Form and Equality & Diversity Monitoring Form** located at the end of this pack. CV's are not accepted.

Return your application by email to: fionah@hautbois.org.uk

or by post, marked private and confidential to:

Fiona Hunter
Centre Manager
Hautbois Activity Centre
5 Great Hautbois Road
Coltishall
Norwich
Norfolk, NR12 7JN

Closing Date for Applications: 5pm Wednesday 4th March 2020

Shortlisting: Candidates will be shortlisted on the basis of the application form.

Interviews: Interviews will take place week beginning 09 March 2020

If you have not heard about the outcome of your application by this date please assume you have been unsuccessful on this occasion.

Job Description - Hautbois Activity Centre

Post: Head Caterer

Responsible to: Hautbois Committee

Line management: Deputy Estate and Centre Manager

Role purpose

The role of the Head Caterer is to plan, supervise and co-ordinate all elements of the catering provision at Hautbois Activity Centre, including food preparation, to meet customer expectations, food hygiene standards and financial targets. The Head Caterer is responsible for the implementation of policies and procedures, ensuring that all legal and regulatory requirements are met and continuing to develop them as regulations change

Key accountabilities and deliverables:

Catering provision

- To organise, lead and motivate the catering team, including training permanent and seasonal staff as required.
- To plan menus in consultation with Group Leaders or event coordinators, taking into account seasonal variations, the provision of a healthy balanced diet and any special dietary needs as required.
- To prepare and cook a high quality range of food for guests and lead the catering team by example, encouraging the catering team to excel and improve their skills and technique.
- To ensure the dining room and dining marquee are prepared for residential and day groups.
- To plan promotions, special events and initiatives and assist the Estate and Centre Manager and the Deputy Manager to improve and develop the business.
- To regularly monitor the quality of the catering provision and service to ensure the highest standards are maintained.
- To co-ordinate and supervise the management of facilities eg checking event bookings and allocating resources and staff as necessary.
- To keep abreast of trends and developments in catering such as seasonal menus, changing allergen requirements, trends in consumer tastes and management issues.

Health & safety

- To ensure all health and safety regulations are strictly observed, including cleaning schedules, documentation and wearing of appropriate clothing.
- To ensure all necessary Health & Safety requirements are met with regard to COSHH, Manual Handling and Food Hygiene
- To ensure all catering equipment is maintained in accordance with regulations and best practice

Financial management

- To manage the catering budget to meet financial targets and forecasts and set and agree budgets as required.
- To manage contracts with suppliers to ensure Hautbois Activity Centre gets good value for money and high-quality supplies.
- To ensure all financial and administrative records are kept.
- To maintain stock levels and order new supplies as required, giving consideration to the ethos of Hautbois with regard to locally and seasonally sourced produce and liaise with suppliers and customers.

Other areas

- To interact with customers appropriately as a key member of the front of house team.
- To answer the telephone and door to suppliers and guests and deal with them in a friendly, helpful and polite manner.
- To assist the other departments from time to time.
- Any other duties which may be reasonably required.
- Weekly hours of work are flexible to meet changing work needs.

Key accountabilities and deliverables for all Hautbois Activity Centre staff

- Implement the Hautbois Activity Centre and Girlguiding Anglia Health and Safety Policy and follow best practice in all areas of health and safety
- Build and maintain good working relationships with all colleagues and volunteers across Girlguiding Anglia
- Keep confidential all matters relating to Girlguiding Anglia, and in accordance with current legislation, including storage and release of data and images
- Ensure that the Region promotes a positive professional image at all times
- Carry out any other duties which may reasonably be required to ensure that Hautbois Activity Centre functions efficiently and effectively.

Working with:

The role will include working closely with:

- Estate and Centre Manager
- Deputy Estate and Centre Manager
- Activities Manager
- Hautbois Activity Centre staff teams
- Region office and Retail staff teams
- Region volunteers

Additional information

- To undertake any other duties that may reasonably be required to fulfil the duties of this post.
- Regular weekend working and some evening cover will be required for which time off in lieu will be given.
- Maintain confidentiality for all matters relating to Hautbois Activity Centre, Girlguiding Anglia and their customers and members in accordance with current legislation, General Data Protection Regulation 2018 (GDPR).
- The ability to drive is desirable.

| | |
|----------------------|---|
| Line Manager | Deputy Estate and Centre Manager |
| Working Hours | Full-time, 35 hours a week -35 hours per week. Rotas are flexible to cover evenings and weekends as required. May include occasional split shifts during peak periods. Actual daily hours by arrangement. |
| Location | Hautbois Activity Centre, Coltishall, Norfolk. NR12 7JN |
| Contract type | Permanent |
| Salary | Dependant on experience |

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational needs and changes as they occur. You will also contribute to the wider corporate and organisational needs of Girlguiding Anglia.

All Girlguiding Anglia staff are subject to satisfactory checks.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

We are an equal opportunities employer and welcome applications from people of all backgrounds. We undertake not to discriminate against applicants on the basis of age, disability, ethnic origin, gender, marital status, nationality, race, religion or sexual orientation.

Person specification

| Factor | Essential | Desirable | Method of assessment |
|-------------------------------------|--|---|--|
| Education and qualifications | <ul style="list-style-type: none"> • GCSEs or equivalent in English and Mathematics • NVQ level 2 in Catering or a minimum of 2 years' experience in a catering environment, preferably residential or relevant experience in a similar role • CIEH Food Hygiene - Level 2 and 3* • First Aid at Work* <p>* training can be given if qualification not held at time of application</p> | <ul style="list-style-type: none"> • Educated to level 3 or equivalent • CIEH Food Hygiene - Level 4 | Checking original certificate via application form and verified by references. |
| Experience of | <ul style="list-style-type: none"> • Health & Safety and food hygiene regulations applying to kitchens • Multi-tasking to meet deadlines • Working within a small catering team • Catering for children and those with special dietary requirements. | <ul style="list-style-type: none"> • Experience of online booking platforms and/or databases • Proven ability to work positively and constructively with staff and volunteers at all levels | <p>Through appropriate questions and answers at interview.</p> <p>Via application form and verified by references.</p> |
| Ability to | <ul style="list-style-type: none"> • Work on own initiative • Organise own time/workload and achieve deadlines • Use Microsoft Office Word and Excel to cost menus, draft simple budgets draft menu plans, and communicate effectively with suppliers, volunteers and others, and to keep records and for stock control. • Produce and manage budgeting and financial records | <ul style="list-style-type: none"> • Supervise a small catering team • | <p>Through appropriate questions and answers at interview.</p> <p>Via application form and verified by references.</p> |
| Knowledge of | <ul style="list-style-type: none"> • Administrative and regulatory needs of a kitchen environment, including stock control, ordering and time management. • Allergens and nutrition • Seasonal food | <ul style="list-style-type: none"> • Girlguiding UK and a commitment to its statement of purpose | <p>Through appropriate questions and answers at interview.</p> <p>Via application form and verified by references.</p> |

| | | | |
|--------------------------------|---|---|--|
| Committed to | <ul style="list-style-type: none"> • Provide a high standard of food provision and service • Promoting Girlguiding Anglia and our services at all times | <ul style="list-style-type: none"> • Willingness to learn new skills and undertake further training related to role. | <p>Via application form and verified by references.</p> <p>Through appropriate questions and answers at interview.</p> |
| Additional requirements | <ul style="list-style-type: none"> • Willingness and ability to work unsociable hours when required (including evenings and weekends) • Working on own initiative | <ul style="list-style-type: none"> • Ability to drive | |

Terms & Conditions

The terms and conditions of employment will be in accordance with the information provided in the Girlguiding Anglia Employee Handbook of Policies and Practices.

The role offers free car parking, pension and a great, collaborative working environment.

Contract Type

This post is a permanent role.

Location

The post will be located at Hautbois Activity Centre, Coltishall, Norwich, Norfolk, NR12 7JN.

Salary

Salaries are reviewed each year in line with our Salary Policy. Salaries are paid in twelve equal instalments on, or just before the 26th date each month. Payment is by credit transfer.

Hours of work

The normal full-time working week is thirty five (35) hours per week and a standard working day between 09.00-5.00. There is a requirement to work regular weekends and some evenings when necessary, for which time off in lieu will be given.

The catering team work a flexible rota in line with operational requirements. Rotas are agreed in advance.

Line Manager

Estate and Centre Manager.

Annual Leave

The annual leave entitlement is 28 days pro rata inclusive of statutory and national holidays. Additional holiday accrues annually up to a maximum of 5 days (pro rata).

Employment Checks

Upon successful appointment, you will be required to provide:

- Two satisfactory confidential references.
- Proof of eligibility to work in the UK.
- Evidence of qualifications.

Employment is subject to satisfactory receipt of the above.

Appraisal

An appraisal and a performance related pay scheme is operated by Girlguiding Anglia.

Probationary period

This is a permanent position. New entrants will be required to serve a probationary period of not less than six months. During the probationary period, either party may terminate this employment by giving not less than one week's notice, in writing.

Notice Period

| Length of Contract | Notice |
|-------------------------|---------|
| Probationary period | 1 week |
| On confirmation in post | 1 month |

The employment is subject to one months' notice in writing on either side.

Pensions

To help people save more for their retirement, the government required employers to enrol their workers into a workplace pension scheme. This applies to those who aren't already in one and who:

- Earn over £10,000 a year (£833 a month)
- Are aged 22 or over: and
- Are under State Pension age.

As part of the governments auto -enrolment scheme you will be enrolled in to our pension scheme on your first day of work with Girlguiding Anglia. The scheme is provided by NEST.

After enrolment you could choose to opt out of the scheme but if you stay in you would have your own pension payable when you retire. Girlguiding Anglia and you, the employee, would pay into it every month. The government would also contribute though tax relief. Your pension would belong to you, even if you left us in the future.

All new employees are supplied with appropriate information.

Qualifications

All shortlisted candidates will be required to produce at interview original certificates of relevant qualifications.

Asylum and Immigration Act, 1996

All prospective employees will be required to produce one of the following documents to verify their entitlement to work in this country.

- a) P60
- b) National Insurance Document/ card
- c) A British Birth Certificate
- d) Passport showing holder to be a British Citizen
- e) An EEA Passport
- f) A certificate of Registration or Naturalisation as a British Citizen

In additional all foreign nationals will be required to provide appropriate evidence of eligibility to work in the UK i.e. a work permit/visa. A copy of this should be enclosed in your application form and the original produced at the interview stage.

Disclosure and Barring

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

The Rehabilitation of Offenders Act 1974 Exceptions Order 1975 and the Rehabilitation of Offenders Act 29174 Exceptions Amendments Order 1986 provide some exceptions form the general provision of Section4.2 of the substantive Act for those employed in or seeking employment connected with the provision of Social Services.

Applicants for the great majority of posts are not entitled to withhold information about certain convictions which for other purposes are 'spent' under the provisions of the Act and therefore when applying for this post you must disclose any unspent criminal convictions which you may have. In the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by Girlguiding Anglia. Any information given will be completely confidential and will be considered only in relation to any application for the position for which the order applies.

Additionally it must be understood that in signing the application form you are agreeing that in the event of your application for employment proving successful a check of DBS records will be undertaken if it is deemed appropriate for the post in question.

You will be required to provide further information before the check proceeds, which will be requested of you once the provisional appointment decision has been made.

Equal Opportunities

Girlguiding Anglia has a policy which seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and the other similar and objective criteria. The sex, marital status, race, colour, sexual orientation etc of an applicant or employees does not affect the employment opportunities made available except as permitted by legislation.

Training

The post holder will be given additional training both internal and external according to the needs of the job.



Candidate identification number (for office use only)

Private and confidential

Application form

Role: see job description

(The information on this page will not be seen by the short listing / interview panel)

| | | | |
|-------------------------|--|---|--|
| Personal Details | | | |
| First names | | | |
| Surname (Family name) | | Mrs / Miss / Ms / Mr / other _____ | |
| Home Address | | | |
| | | Postcode | |
| Contact details | | Please provide the following contact details on which we may contact you with discretion. | |
| Home | | Mobile | |
| Work | | Email | |

Declaration by applicant

I confirm that the information in this application form is correct. I understand that any false information or deliberate omissions which may impact upon or affect my ability to perform this role will disqualify me from employment or may render me liable for dismissal.

I agree that the information I have supplied can be stored on computer or held manually in accordance with the Data Protection Act.

I consent to Girlguiding Anglia (and their professional advisers) using and keeping information I have provided on this application form or elsewhere as part of the recruitment process and/or personal information supplied by third parties such as referees, relating to my application or future employment.

I understand that the information provided will be used to make a decision regarding my suitability for employment and if successful the information will be used to form my personnel record and will be retained for the duration of my employment. If I am not successful, I understand that Girlguiding Anglia will retain the form for 6 months after which time it will be destroyed. I agree that Girlguiding Anglia may contact me in the event of there being any other vacancies for which I may be suitable.

We do continue to keep anonymous information for monitoring purposes principally to comply with anti-discrimination legislation.

Name (please print):

Signed

Date:

Application forms can be made available in alternative print formats upon request.

Candidate identification number (for office use only): _____

Employment History

Starting with your present or most recent job, please give a summary of all employment, including any freelance and relevant unpaid work. Please add further rows and continue on another sheet if needed.

| |
|--|
| <p>Name and address of employer:</p> <p>Dates of employment:</p> <p>Job title and final salary:</p> <p>Brief details of your responsibilities:</p> |
| <p>Name and address of employer:</p> <p>Dates of employment:</p> <p>Job title and final salary:</p> <p>Brief details of your responsibilities:</p> |
| <p>Name and address of employer:</p> <p>Dates of employment:</p> <p>Job title and final salary:</p> <p>Brief details of your responsibilities:</p> |

Notice required in current post: _____

Qualifications and training

Starting with the most recent, please give details of your education, qualifications and training relevant to this application.

| Dates | Name of Education Institution or Training Provider | Qualifications obtained including grades, and/or training <u>relevant to the application</u> |
|--------------|---|---|
| | | |

Candidate identification number (for office use only): _____

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

**Please note, should you be offered employment we will ask you to provide evidence of relevant qualifications, dates gained and/or details of Awarding Bodies.*

Skills abilities and experience

Provide clear explanations of what you have done demonstrating the extent to which you believe your skills, abilities and experience meet the job requirements, and which you believe makes you suitable for the post.

Please use headings taken from the Person Specification and the job description to outline the skills, experience, knowledge and any other abilities you have gained that are relevant to the job for which you are applying.

Please limit your statement to no more than 2 sides of A4. Please do not attach your CV as this will not be considered.

Candidate identification number (for office use only): _____

Are you related to current or former employees, committee members or a member of any other official Guiding body?

Yes / No

If 'Yes', please give details here:

Candidate identification number (for office use only): _____

References

Please give the full details of **two** referees. These should be your two most recent employers, including your present employer where applicable. Personal or academic referees should be given only when there is no previous employer to which reference can be made.

| | Reference 1 | Reference 2 |
|---|-------------|-------------|
| Name | | |
| Position | | |
| Address (inc postcode) | | |
| Telephone | | |
| Email | | |
| Relationship to you | | |
| Can this reference be taken up prior to interview? | Yes / No | Yes / No |

Other

| | |
|---|----------|
| Please tell us where you saw job advertised | |
| | |
| UK Work Restrictions | |
| Are there any restrictions on you taking up employment in the UK? | No / Yes |
| Do you need a work permit to take up employment in the UK? | No / Yes |

Please complete this form in full electronically and either email or print and mail to:

By email to fionah@hautbois.org.uk

By post to: For the attention of Fiona Hunter, Hautbois Activity Centre, 5 Great Hautbois Road, Coltishall, Norwich, Norfolk NR12 7JN (marked Private and Confidential)

Before: Deadline - see page 3

Interviews: See *page 3*

Please include an email address so we can acknowledge receipt of your application. Should you not receive an acknowledgement within 48 hours please contact us on 01603 737 357 (option 2)

Equality and Diversity Monitoring

Girlguiding Anglia is committed to fair and equitable treatment for all job applicants. The information on this form will only be used to monitor recruitment and will not be used in the selection process. We hope you will want to complete this form. However, if you choose not to your application will not be adversely affected.

Job Applied For:

Where did you learn about this vacancy?

Personal Information

Age Group

- Under 21
- 22-30
- 31-40
- 41-50
- 51-60
- 61 and over

Sex

- Male
- Female

Ethnicity

Please choose one of the following:

White:

- British
- Irish
- Other _____

Please specify

Mixed:

- White/Black Caribbean
- White/Black African
- White/Black Asian
- Other _____

Please specify

Asian or Asian British:

- Indian
- Pakistan
- Bangladesh
- Other _____

Please specify

Black or Black British:

- Caribbean
- African
- Other _____

Please specify

- Other Ethnic Group
(Please specify) _____

Religious Beliefs

- Christian
- Jewish
- Muslim
- Hindu
- Buddhist
- Sikh
- None
- Prefer not to say
- Other _____
Please specify

Sexual Orientation

- Heterosexual
- Homosexual
- Bisexual
- Prefer not to say
- Other _____
Please specify

Disabilities

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

If you have any other access needs, please state them below:

Thank you for completing our Monitoring Form