

# WINDERMERE JETTY

Museum of  
Boats, Steam and Stories



## CAFÉ MANAGER – WINDERMERE JETTY Museum of Boats, Steam and Stories Recruitment Information

Closing Date: January 14 2019

Interview Dates: w/c 21 January 2019

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[www.windermerejetty.org](http://www.windermerejetty.org)

[www.lakelandarts.org.uk](http://www.lakelandarts.org.uk)

## INTRODUCING LAKELAND ARTS

### Windermere Jetty Museum of Boats, Steam and Stories

We're delighted that you're interested in joining the dedicated team at Lakeland Arts as Café Manager at Windermere Jetty Museum of Boats Steam and Stories (Windermere Jetty).

Lakeland Arts is one of the most remarkable arts and heritage organisations in the North and has an exceptional portfolio of attractions in an area of outstanding natural beauty – and England's newest UNESCO World Heritage Site celebrating our incredible Cultural Landscape.

At a time when we're to grow significantly by opening Windermere Jetty as a world-class visitor attraction, it's really important we recruit people with a passion and enthusiasm for what we do and what we want to achieve.

At Lakeland Arts, we come from all walks of life, backgrounds and interests, but we have one thing in common – connecting people with outstanding art and heritage in our breathtaking world-class cultural landscape.

So, to Windermere Jetty Museum of Boats, Steam and Stories. We'll open our doors to the visitors in Spring 2019 following a major capital investment and we're really very excited! This will be the most significant new heritage visitor attraction in the North.

The Museum is in the final stage of construction on an incredible lakeside site on Lake Windermere close to the centre of Bowness. It will offer a range of activities for visitors including displays telling the history and stories of the boats and the people who built and used them, a publicly viewable conservation workshop where boats will be conserved and restored, a beautiful boathouse with boats on the water and high-quality visitor

facilities including a café with the best views of lake and fells. Don't just take our word for it, you need to come and see it for yourself.

So, what is it like working for Lakeland Arts?

You'll work in some of the most beautiful buildings, venues and locations in Cumbria and you can expect to feel a real sense of pride in the job you do, every single day.

We want to enable you to learn, discover and develop your career here at Lakeland Arts. We'll do everything we can to support you and your development so that you can achieve your goals.

We're really proud of where we are and who we are, and our continued success depends on the contribution and expertise of every individual we employ.

If you work for us, you can expect a fair salary together with a benefits package befitting an arts trust, which we are currently finalising to ensure we are an employer of choice in the region.

We welcome your application and wish you every success with it.



**Gordon Watson**  
Chief Executive, Lakeland Arts

## JOB DESCRIPTION

<b>Job Title:</b>	Café Manager - Windermere Jetty
<b>Salary:</b>	£22,000 - £24,000 depending on experience
<b>Location:</b>	Windermere Jetty Museum of Boats, Steam and Stories with occasional cover at other Lakeland Arts sites
<b>Reporting to:</b>	Manager, Windermere Jetty
<b>Working with:</b>	Head Chef
<b>Line Management:</b>	Catering Supervisor, Catering Assistants, Seasonal / Event Catering Staff

### Purpose and key objectives

You will be responsible for developing and delivering a successful catering offer at Windermere Jetty, ensuring that the presentation and service exceeds the expectations of our visitors and is always of the highest standard. Working with the Head Chef and their team, you will establish the Café at Windermere Jetty as the new destination Café on Windermere.

### Key responsibilities

- Day to day responsibility for operational and financial performance of the Windermere Jetty catering offer, including the new Café, on site pop-up catering units and catering for group bookings and private events.
- Responsible for developing a compelling and carefully costed Windermere Jetty Café offer with our Head Chef and management team establishing the Café at Windermere Jetty as the new destination Café of choice on Windermere. You will regularly review and update the offer taking into consideration visitor feedback and seasonal trends.
- Leading by example you will deliver an outstanding visitor experience by ensuring your team give a warm welcome to all visitors, providing excellent customer service and presentation at all times.
- Working with the Windermere Jetty Manager, you will be pro-active in anticipating demand for catering both within the Café and across pop-up catering around the Windermere Jetty site.
- You will have specific responsibility for sourcing and ordering all front of house provision including beverages (including alcohol), consumables and packaging always ensuring best quality for value.
- Ensure sufficient front of house Cafe staff are in place at all times through effective recruitment, staff development, rota development, holiday and sickness management and provide an accurate summary of the timesheets to payroll.
- Manage all procedures and processes associated with running a Café and Catering operation, including, but not restricted to stock control, waste management, delivery procedures, cleaning schedules, COSHH temperature checks, maintenance logs, supplier management and staff training records.

- Working with the Windermere Jetty management team, lead on catering arrangements for special events, such as exhibition openings, regattas, lectures and concerts, liaising with the client to ensure a high standard offer is delivered.
- With the assistance of the Head Chef create imaginative menu packages for meetings, private functions and outdoor events and for marketing initiatives. Ensure all menus are costed effectively.
- Work with the management team and EPOS / CRM system to ensure the operation is cost effective by controlling expenditure, managing stock carefully, handling cash appropriately, and providing regular and appropriate management reports demonstrating effective and efficient management of the Café.
- Support the Windermere Jetty Manager in delivering full Business Plan responsibilities for the Windermere Jetty site which will focus on achieving predicted visitor numbers, desired visitor dwell time and ensuring secondary spend is maximised on site.
- Respond to all visitor feedback relating to catering in a timely and professional manner.

### **General Accountabilities**

- Contribute to Lakeland Arts' strategic and business planning in addition to other strategies and plans.
- Contribute to the overall success of the organisation, including attracting new audiences and delivering high quality visitor experience.
- Support development of Lakeland Art's staff members - carrying out appraisals and identifying training and development needs for staff managed by the post holder.
- Report as required to Trustees, Chief Operating Officer, Senior Leadership Team and other internal and external bodies, e.g. Arts Council.
- Represent Lakeland Arts as required at stakeholder events, meetings, private views, events etc.
- Contribute effectively to regular Site Management Team meetings.

This job description outlines the principal responsibilities and duties of the post holder - it's not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

### **Additional Information**

The post is full time, 37.5 hours per week, working on a shared rota of weekend working and public holidays with the expectation of sharing these equally. Candidates must demonstrate that they can fulfil the requirements of the post.

As a key member of staff, the post holder will be required to attend events, particularly those connected with responsibilities of the post.

The post holder will act as a key holder and will have emergency planning responsibilities as designated in the Disaster Plan for each Lakeland Art's site.

Lakeland Arts has a 7-day operation, the post holder would be required to ensure this site and others is running smoothly at all times and all shifts are covered.

### **Health and Safety**

The post holder is required to carry out the duties in accordance with Lakeland Arts Health and Safety policies and procedures.

### **Diversity**

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

## PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• A minimum of 2 years' experience of supervising / managing a high-quality and high-volume catering establishment</li> <li>• Experience of delivering exceptional levels of customer service</li> <li>• Experience of recruiting and managing staff, including staff training and induction</li> <li>• Setting staff rotas / completing timesheets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of running a front of house catering operation in the arts and culture sector serving 1000 plus customers per day</li> <li>• Experience catering for private group and public events</li> <li>• Experience of using a CRM system</li> </ul>
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Knowledge of Health and Safety compliance, fire, security and emergency procedures</li> <li>• Understanding EPOS systems for use in ticketing, retail and catering</li> <li>• IT skills (Microsoft Office)</li> <li>• Knowledge of basic HR practices including performance management and sickness absence</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to programme and operate EPOS till systems.</li> <li>• Knowledge of gift aid legislation in relation to charities</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Able to manage and motivate staff</li> <li>• Developing good working relationships with colleagues</li> <li>• Demonstrate a consistently high standard of customer service with an eye for detail</li> <li>• Able to take responsibility and make decisions as required</li> <li>• Excellent written, verbal and presentation communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching / training skills</li> </ul>
<b>Qualities</b>	
<ul style="list-style-type: none"> <li>• A passion for providing a fantastic food and beverage offer</li> <li>• Has a positive attitude and can-do, 'hands on' approach</li> <li>• Organised, disciplined and self-motivated</li> <li>• Energetic and driven</li> <li>• Ability to remain calm under pressure</li> <li>• Ability to manage own personal and professional development and a willingness to learn</li> <li>• Commitment to Equal Opportunities, Cultural Diversity and exceptional and inclusive customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Active interest in arts and heritage</li> </ul>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• Maths and English GCSE or equivalent</li> <li>• Level 2 Food Safety</li> <li>• Valid Personal Licence (for the sale of alcohol)</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid at Work</li> <li>• Level 3 / Intermediate Food Safety</li> </ul>

## HOW TO APPLY AND THE SELECTION PROCESS

Please complete an application form, which is available to download from the Lakeland Arts website [www.lakelandarts.org.uk/jobs](http://www.lakelandarts.org.uk/jobs) in Word and PDF formats. You may attach a letter but please don't send photographs. Sorry, but we don't accept CVs.

In completing your application, please tell us how you meet the essential qualification, experience, skills and qualities outlined in the Person Specification. We'll assess how you meet these criteria through the application form and assessment tasks. When completing your application please ensure you indicate your availability for work, in terms of both days and hours.

We'll let you know what to expect from the assessment day if you're shortlisted to come along.

### **Deadline for receipt of applications**

This vacancy closes 9am on Monday 14 January 2019. We won't be able to assess any forms received after this time.

Your completed application form should be returned by one of the following methods:

By email: Please email [jobs@lakelandarts.org.uk](mailto:jobs@lakelandarts.org.uk)

Our email servers aren't able to accept emails larger than 10MB.

By post: HR, Lakeland Arts, Blackwell, The Arts & Crafts House, Bowness-on-Windermere LA23 3JT

### **Acknowledgement of receipt**

All applications will be acknowledged when we receive them.

### **Interviews**

Interviews will be held w/c 21 January 2019.

If you would like to have an informal discussion about this job role, please don't hesitate to contact Helen Tappenden, HR Manager, on 015398 88055.