

# WINDERMERE JETTY

Museum of  
Boats, Steam and Stories



## KITCHEN PORTER – WINDERMERE JETTY Museum of Boats, Steam and Stories Recruitment Information

Interviews: February 2019

### Contents:

- Introducing Lakeland Arts
- Job Description
- Person Specification
- How to apply and selection process

[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 Kitchen Porter 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?

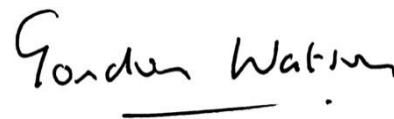
You'll work in some of the most beautiful buildings, venues and locations in Cumbria and you can expect to feel a real sense of pride in the job you do, every single day.

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>	Kitchen Porter
<b>Salary:</b>	£8.25 per hour
<b>Location:</b>	Windermere Jetty, Museum of Boats, Steam and Stories with occasional cover at other Lakeland Arts sites
<b>Reporting to:</b>	Head Chef
<b>Line Management:</b>	Not applicable to this role

### Purpose and key objectives

As a Kitchen Porter at Windermere Jetty you'll support the Head Chef and Café Manager in the smooth-running of the kitchen and front of house. You'll ensure excellent standards at all times.

### Key responsibilities

- Working in the pot wash
- Cleaning kitchen to a high standard
- Assisting chefs with their daily checklist, and diaries
- Food preparation and cooking
- Sorting and moving and storing deliveries
- Waste removal
- Dealing with customer enquiries
- Providing table service
- Ensuring our counters and fridges are always well stocked
- Ensuring the counter area and main café areas are clean and tidy at all times

### General Accountabilities

All roles will have responsibilities relating to the opening and closing procedures of each area and for the health and safety procedures for each area.

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 holder will be required to do weekend working. As a key member of staff the post holder will be required to work around scheduled events, particularly those connected with responsibilities of the post.

### 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>• Experience of delivering exceptional levels of customer service</li> <li>• Working in a tidy manner</li> <li>• To be able to follow instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Experience gained in catering, retail or a busy reception</li> </ul>
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• IT skills (with ability to pick up new systems quickly)</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in boats and boating</li> <li>• Active interest in heritage and arts</li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Able to communicate clearly face-to-face, by phone and by email</li> <li>• Can demonstrate a consistently high standard of customer service with an eye for detail</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to learn new information quickly</li> <li>• Quick thinker</li> </ul>
<b>Qualities</b>	
<ul style="list-style-type: none"> <li>• Hands on approach</li> <li>• Welcoming manner</li> <li>• Willingness to work across all commercial areas</li> <li>• Enthusiastic</li> <li>• Good time keeping</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive self-starter</li> </ul>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• Maths and English GCSE or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Certification or qualifications relating to catering, retail or customer service</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.

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 during February 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.