

Job specification



Job title: Lakes Hospitality and Catering Operations Assistant
Service: Be Well Outdoors – Strategy and Innovation
Grade: G3
Reporting to: Catering & Hospitality Manager

Your job

Be Well Outdoors are looking to appoint enthusiastic members to the residential team in the Lake District.

You will be part of the Catering and Hospitality team at Low Bank Ground and Hinning House (when opened) residential centres and will ensure the sites general duties, catering and cleaning duties are completed and up to a high standard. You will work on a rota basis based on service needs to ensure all services are delivered to a high standard.

You will also work in the kitchen and will receive training for the preparation and serving of meals. You will support the site team with site duties required where necessary, this could be the caretaker or the instructional staff. There's the option to live on site if required and opportunity to try the outdoor activities on offer.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- To undertake cleaning duties within allocated areas in line with specified standards
- To operate/use domestic and/or industrial cleaning equipment and materials (following relevant training)
- To undertake basic record keeping as directed
- To refill and replace consumables and to collect and dispose of waste
- To perform duties in line with health and safety regulations (COSHH)
- To handle cleaning materials in line with COSHH regulations
- To take action where hazards are identified, reporting serious hazards to the line manager
- To report faulty equipment and other maintenance requirements to the appropriate person
- To undertake laundry and housekeeping duties.
- To be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person
- You will learn to cook and deliver Breakfast, Lunch and Dinner to our customers.
- To deliver the tuck shop service to customers and to carry out stock checks.
- You will carry out cash handling duties
- Work in a variety of environments including outdoors.

- Effective time management skills
- Flexibility in approach and working hours.
- Availability to work various shifts, including weekends.
- Ability to work with a wide range of people.
- This role is subject to enhanced disclosure procedures plus child barred list check

On an ongoing basis you will:

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Experience of cleaning buildings in the hospitality industry
- A keen enthusiasm for learning new skills, in-particular catering.
- Experience of coordinating on site cleaning tasks
- Experience of working with COSHH systems and the managing of this
- Knowledge of health and safety at work
- Ability to use a range of equipment
- Literacy and numeracy skills
- Willingness to undertake a food hygiene course
- Ability to recognise and ensure a safe environment
- The Ability to problem solve and work well under pressure
- To be a team player

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.