



# Catering Assistant

## Windermere Jetty Museum and Blackwell



**Closing date:** Applications will be reviewed on a rolling basis until the position is filled.

LAKELAND MUSEUM ABBOT HALL BLACKWELL WINDERMERE JETTY MUSEUM

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

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# Introducing Lakeland Arts

We're delighted that you're interested in joining the team at Lakeland Arts as a Catering Assistant.

Lakeland Arts is an independent charity and a major player in the North of England's arts, culture and heritage scene. We have built a great reputation for our buildings, collections, exhibitions and engagement programmes. As part of the Cumbria Museum Consortium, we are proud to be a National Portfolio Organisation of Arts Council England.

We run an exceptional portfolio of cultural spaces in an Area of Outstanding Natural Beauty.

Our remarkable spaces, rich collections, engaging programmes and passionate people are all connected by a powerful sense of place. Our aim is to transform lives through meaningful connection with our local community and visitors, facilitating experiences that reflect our inspiring collections and the beauty of the Lake District.

Abbot Hall is one of the UK's leading art galleries. Established in 1962 in a Grade I listed Georgian building on the banks of the River Kent in Kendal, the gallery has become a vibrant cultural and community hub. The Abbot Hall collection includes works by J M W Turner, Paula Rego, John Ruskin, Lucian Freud, Elizabeth Frink and Kurt Schwitters. The gallery's exhibition programme is focussed on the themes of landscape, identity and ecology. Recent exhibitions have included a major solo exhibition by Charmaine Watkiss and a new co-curated Ecology Gallery was opened in September 2024.

Blackwell - the Arts & Crafts house has breathtaking views overlooking Lake Windermere and the Coniston Fells. The stunning Grade I listed house was designed by noted architect Mackay Hugh Baillie Scott and is one of the world's finest examples of Arts & Crafts architecture. The interiors and exhibitions at Blackwell celebrate the finest designers of the Arts & Crafts movement whilst profiling the best contemporary makers working today. Recent exhibitions have included ceramics by William De Morgan, British Nigerian sculptor Lawson Oyekan and Scottish ceramicist Frances Priest.



Lakeland Museum was established in Kendal in 1971 and won the first ever Museum of the Year award. It has an extensive collection of objects, photography and archival material that relates to the people, communities and industrial history of the Lake District. The museum is currently closed pending a process of reimagining and redevelopment.

Windermere Jetty Museum is a RIBA Stirling prize shortlisted building which opened in 2019 following a £20 million major capital development. Celebrating engineering and industry in one of England's most iconic locations, the museum is a working destination committed to conserving, celebrating and sharing its internationally important collection of historic boats and related material. The museum sits on the shores of Windermere amongst the unique biodiversity of the lake. Working jetties and heritage boat trips give visitors direct access to Windermere and the collection.

Our museums sit within and are surrounded by the Lake District National Park, a UNESCO World Heritage site. The countryside outside the National Park and around the coast is full of great walks, stunning views and many places to visit. Popular sporting and leisure activities include sailing, hill walking, swimming, cycling, climbing and running. The Lake District is known for its architecture, stunning scenery, pubs and restaurants. It isn't surprising that this area attracts over 40 million visitors each year. Kendal is a busy market town and plays host to several cultural festivals each year. There is easy access by road to Lancaster, Penrith, and Carlisle, as well as mainline train connections from Oxenholme station in Kendal to London, Manchester, Edinburgh and Glasgow.

We believe that diversity and equality within our workforce, programmes and approaches are crucial to our mission of being inclusive and relevant to our communities. We want everyone to feel welcome. We, therefore, particularly welcome applications from candidates under represented at Lakeland Arts and within the heritage sector, including neurodiverse applicants, individuals from the Global Majority and/or those with disabilities.

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



Luis Martins, Chief Executive Officer



## Job description

**Job title:** Catering Assistant

**Salary:** £12.71 per hour for candidates aged 18+ plus tips

**Location:** Lakeland Arts (Mainly based at Windermere Jetty Museum and Blackwell – the Arts & Crafts house)

**Reports to:** Catering Supervisors

**Contract:** Permanent contract, part time

**Hours:** 30 hours, with occasional paid overtime available

## Purpose

Lakeland Arts is part of the Cumbria Museum Consortium, a National Portfolio Organisation funded by Arts Council England. For more information about Lakeland Arts, visit: [www.lakelandarts.org.uk](http://www.lakelandarts.org.uk).

As a Catering Assistant, you will play a key role in delivering an excellent visitor experience within our visitor attraction cafés. Your responsibilities include serving customers, preparing drink, cake and light lunch orders, maintaining a clean and welcoming environment, and supporting the team with tasks such as clearing tables, running food, and pot washing in our busy café setting.



## Key Responsibilities

- Provide warm, efficient customer service to our visitors, answering questions and taking orders.
- Operate the till, process payments, and follow cash-handling procedures.
- Clear tables, pot wash and ensure that the counter and tables are always kept clean and presentable.
- Prepare drink and cake orders (barista training available if required).
- At Blackwell, prepare light lunches to serve to customers ensuring food safety is adhered to.
- Monitor stock levels and ensure supplies are well stocked.
- Assist with opening and closing the café, including setting up service areas and completing end-of-day cleaning and shutdown tasks.
- Carry out all duties in accordance with our health & safety, food hygiene and allergen regulations.
- Receive deliveries, check goods for accuracy and quality, and store items correctly.
- Carry out temperature checks on food and equipment to maintain food safety standards.
- Support the wider commercial team during events such as weddings or festivals.
- Carry out any additional reasonable duties required to support the smooth running of the café and wider organisation.



# Person Specification

## Essential Skills and Experience

- Experience delivering a high-quality standard of food and beverage preparation.
- Previous experience working in a busy café environment.
- Able to communicate clearly face-to-face.
- Ability to work efficiently in a fast-paced environment.
- Positive, team-focused attitude.
- Demonstrates a consistently high standard of customer service with an eye for detail.
- Knowledge of food safety, hygiene, and allergens

## Desirable Skills and Experience

- Food Hygiene Level 2 qualification (desirable but can be completed during the role)
- Barista trained (desirable but training can be provided on the job)

## Key Personal Attributes

- Friendly and approachable with a welcoming and warm attitude with all customers.
- Proactive, self-motivated and able to take initiative and work well on their own.
- Enthusiastic, keen to learn and a positive attitude

## Working Conditions

**Location:** Windermere Jetty Museum's Lakeshore Café and Blackwell – the Arts & Crafts house Tea Room (primarily with the option to support our other sites)

**Hours:** 30 hours a week with occasional additional paid hours available. Windermere Jetty Museum is open 7 days a week (peak season) and 6 days per week (off-peak season). Blackwell is open 6 days a week throughout the year, with occasional Sunday openings for events. This role will be mainly based at Windermere Jetty Museum and Blackwell – the Arts & Crafts house working 5 days per week in 6 hour shifts. Weekend working will be required, with days off during the week. The role is primarily during daytime hours, but the post holder may occasionally be required to work evenings for special events, such as private functions.



## Additional Information

Lakeland Arts offers an auto enrolment pension scheme as well as a range of benefits including free entry into partner venues in the UK, free entry into Lakeland Arts sites for immediate family and discounts in Lakeland Arts shops and cafes.

Lakeland Arts reimburses staff for travel and other expenses within agreed guidelines. The post holder will be expected to travel efficiently and in a timely manner to and between Lakeland Arts sites.

### Health and Safety

Lakeland Arts offers all employees access to an Employee Assistant Programme as well as Eye Tests for DSE users. The post holder is required to carry out their duties in accordance with Lakeland Arts Health and Safety policies and procedures.

### Diversity

The postholder is required to always have due regard to equal opportunities, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures. Lakeland Arts welcomes applications from people with protected characteristics and those currently under represented within our workforce.



## How to apply

Please send your CV and a supporting statement outlining your suitability for the role to [jobs@lakelandarts.org.uk](mailto:jobs@lakelandarts.org.uk)

Applications will be reviewed on a rolling basis, so early submissions are encouraged.

We may require 2 references tendered from previous employment upon request.

## Selection process

Short listing for interview will be based on the CV and supporting statement.



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**Thank you for your application.**

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