

Apprenticeship Description



Date	01/02/2019
Apprenticeship Title	Hospitality Team Member
Training Provider	To be confirmed
Weekly Wage	£144.30 (if 19 years old or over, after 12 months your salary will increase to minimum wage for your age)
Working Week	37 hours, shifts to be confirmed
Expected Duration	12 months

Vacancy description

As a Hospitality Team Member (Housekeeping) apprentice within Cumbria County Council you will receive:

- High quality training and development opportunities
- Personalised support from managers and mentors
- The opportunity to work alongside skilled and experienced staff gaining valuable job specific and transferable skills that will support you in your future career

Key job specific activities

As a Hospitality Team Member (Housekeeping) apprentice your duties will be to assist colleagues with the following:

- Know how to clean and maintain a variety of areas and materials.
- Understand the importance of responsibility using cleaning equipment, techniques, chemicals and agents.
- Ensure that the appearance of rooms and external areas meet the business / brand standard.
- You will assist in the kitchen, this involves the preparation of food, drinks, serving food and setting up the dining room.
- Turn around all areas of the centre and set up ready for the next group, this will include cleaning, and laundry.
- Together with the Housekeeping Team organise & deliver the planned catering and cleaning service.
- Ensure that The Housekeeping Service provide and meet all legislative requirements including health, safety and hygiene standards.

Key Information

Qualifications required:	<ul style="list-style-type: none"> • A good standard of English, Maths and ICT and be prepared to learn further.
Desired Skills	<p>We welcome applications from self-motivated individuals who are able to work as part of a team and are willing to learn and develop the following skills:</p> <ul style="list-style-type: none"> • Excellent communication skills • Excellent organisation and planning skills • Excellent listening and observation skills • Excellent customer services skills • Excellent levels of IT competency (Microsoft office software including Word, Excel, PowerPoint and Outlook) • Excellent time management skills
Personal Qualities and Behaviours	<p>All County Council employees must adhere to the Council Behaviours which are:</p> <ul style="list-style-type: none"> • Communicate in a clear and constructive way • Act with honesty and respect for others • Demonstrate a positive flexible attitude • Take responsibility for our actions • Be committed to one team
Training provided	
<ul style="list-style-type: none"> • Level 2 Hospitality Team Member Apprenticeship • Functional Skills in Maths and English (if required) <p>Cumbria County Council works with a range of high quality training providers, who deliver qualification and training courses for apprentices employed by the council.</p> <p>These training providers will undertake the initial aptitude assessments; support with the recruitment process; deliver the qualification training (and ongoing assessments) and work closely with council staff to support apprentices to successfully complete their apprenticeship and move on to further training or employment.</p>	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • This post requires an enhanced DBS check. 	
Other Factors	
<ul style="list-style-type: none"> • You must ensure that you are able to travel to and from the work location specified on a daily basis. A maximum of up to £15.00 per week will be paid to support your travel from home to work. • Following the successful completion of the apprenticeship programme many of our apprentices have moved on to either a higher level apprenticeship or have secured permanent employment with the council or other employers and have embarked on an exciting career pathway. Whilst there is no guarantee that a position would become available at the end of your apprenticeship, Cumbria County Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to apprentices. The skills you learn and the qualifications gained will be transferable to other roles either within the County Council or with other employers. 	