



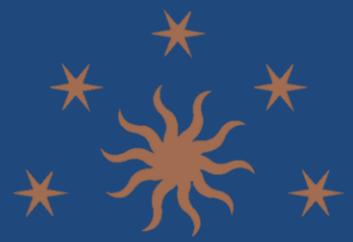
CARLISLE CATHEDRAL



**Application Pack
April 2022**



**CARLISLE
CATHEDRAL**
900 YEARS
1122~2022
JOURNEY AND REST



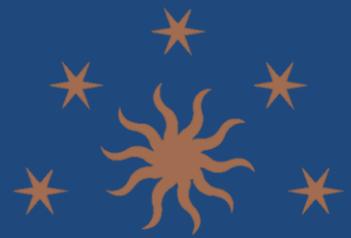
CARLISLE CATHEDRAL

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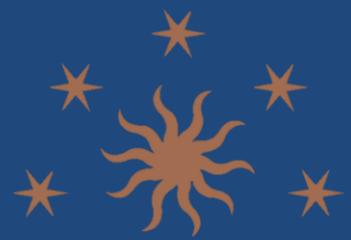
Job Description: Café Team Member (Seasonal, temporary)

We have a number of opportunities available for seasonal / temporary / permanent Café Team Members.

The role involves acting as front of House staff representing the Cathedral to visitors. Personal cleanliness and neatness, a positive and cheerful attitude and genuine interest in customers' needs and preferences are very important in this role.

Key Responsibilities:

- Observing and complying with all relevant Health & Safety & Hygiene requirements
- Receive and act in accordance with operational instructions given by the Café Manager.
- As determined by the Café Manager that day, provide counter and/or table service.
- Prepare the counter and seating areas for service, ensuring that they are spotlessly clean and tidy and remain so throughout service.
- Provide a first-class, smiling welcome to all customers and attend to the small details that help customers to feel delighted with the service they receive.
- Operate all equipment safely and in accordance with training, cleaning down after use.
- If working behind the counter, ensure that food item display is attractive and displays regularly replenished/rotated.
- If waiting on at tables, ensure that customers are comfortably seated at clean tables, food is accurately ordered and delivered efficiently, customers are happy and tables quickly and thoroughly cleared and cleaned in accordance with routines in force at the time.
- Resolve problems yourself or with the wider team, but promptly refer to the Café Manager any you are unable to resolve.
- Process payments accurately and in accordance with instructions received at the time from the Café Manager.
- Be willing to switch duties as requested, including helping with washing up.



Person Specification

The ideal candidate is likely to demonstrate all or most of the following:

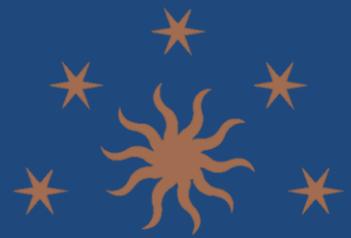
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Warm, friendly and personable with a 'can do' attitude and an excellent attention to detail. 	<ul style="list-style-type: none"> • Previous experience working with general public / hospitality would be an advantage but not essential. • Experience of working in the voluntary sector
SKILLS & ABILITIES	
<ul style="list-style-type: none"> • Ability to assist with the efficient and safe running of a Café • Experience of dealing with conflicting demands • Experience of working under pressure and to deadlines • Ability to work efficiently, hygienically, accurately and honestly • Front of house skills • Serving Customers • Ability to prepare and serve food in accordance with appropriate legislation • Skills with cashing up and the handling of cash • Ability to endorse café products with knowledge and passion 	
PERSONAL QUALITIES	
<ul style="list-style-type: none"> • A helpful, polite, respectful and positive approach to customers and other staff at all times. • Present a calm and friendly disposition • Able to work effectively as part of a small team but also independently • Adaptable and flexible in your approach to work • Wear any uniform provided with pride 	
COMPETENCIES	
<ul style="list-style-type: none"> • Team working • Communication • Initiative • Problem solving • Flexibility and Adaptable 	

Terms of appointment



Contract	Temporary, Seasonal, Full / Part Time
Salary	£6.83-£10.00 per hour (depending on age) paid weekly.
Location	Café, Carlisle Cathedral
Employed by	Carlisle Cathedral Enterprises Company
Annual Holiday	28 days per annum including public holidays. This is pro-rata based on a calculation of 5 days a week. If you are employed on a part time basis, your actual entitlement will be confirmed by your line manager at the start of your employment.
Hours	As agreed at interview and subject to change through agreement with your line manager (weekends, summer).
Pension	The Cathedral will comply with the employer pension duties applicable to your employment under Part 1 of the Pensions Act 2008. After 3 months you will be automatically enrolled into the Church Workers' Pension Scheme. The Chapter contributes 7% of annual income and the employee currently a minimum of 3%. Additional Voluntary Contributions may be made.
Offer of employment	<p>Carlisle Cathedral is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo a DBS check and any other safeguarding checks and training as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks and successful training.</p> <p>Dependent upon the receipt of two satisfactory references, (present employer/professional person with knowledge of performance/ unconnected with employment), and a successful safer recruitment process.</p>
Probation	The post is subject to a six-month probationary period
Other	The job description is an operational document that does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day-to-day performance of your duties. Carlisle Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

How to Apply



Application is by the supplied forms only with electronic submission. CVs are not accepted and should not be included.

Applications should include:

- Completed application form
- Recruitment Monitoring Form

One referee should be the applicant's current or most recent employer or current or most recent professional person with knowledge of performance unconnected with employment. E.g., a tutor).

Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process; however, we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

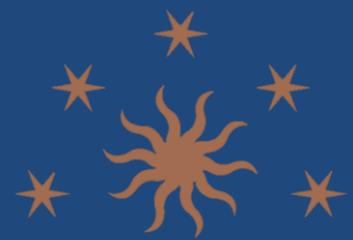
Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

All candidates invited to interview must also bring with them:

- A current passport (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
- Driving Licence – photocard
- Official documentation evidencing your current address (e.g. utility bill, bank statement)
- Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked: **Confidential – Seasonal Café Team Member** and emailed to hr@carlislecathedral.org.uk for the attention of the HR Officer.

Applicant & Candidate Privacy Policy



Chapter of Carlisle Cathedral and Carlisle Cathedral Enterprises Ltd (together 'the Cathedral' or 'we') are committed to respecting the privacy of the job applicants and we have a duty to protect the personal data of job applicants. Personal data is information that can identify a person, such as name, address, telephone number and email address.

Types of information we collect

This policy covers the information you share with us and/or which may be acquired during the application or recruitment process including:

The organisation collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The organisation collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems including email.

How we use information we collect

Your information will be used by the Cathedral for the purposes of carrying out its application and recruitment process which includes:

- Assessing your skills, qualifications and interests against our job opportunities;
- Verifying your information and carrying out reference checks and/or conducting background checks (where applicable) if you are offered a position;
- Communications with you about the recruitment process and/or your application(s), including, in appropriate cases, informing you of other potential job opportunities;
- Making improvements to the Cathedral's application and/or recruitment process including improving diversity in recruitment practices;
- Complying with applicable laws, regulations, legal processes or enforceable governmental requests.

We will also use your information to protect the rights and property of the Cathedral, our affiliated organisations, applicants, candidates, employees or the public as required or permitted by law.

If you are offered and accept employment with the Cathedral, the information collected during the application and recruitment process will become part of your employment record.



Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, recruiting managers and interviewers involved in the recruitment process. The organisation will not share your data with third parties (although it may do so with our affiliated organisations) unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks. It is your responsibility to obtain consent from referees before providing their personal information to the Cathedral.

The organisation will not transfer your data outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the organisation keep data ?

If your application for employment is unsuccessful, the organisation will hold your data on file for six months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the organisations will hold your data on file for a further six months for consideration for future employment opportunities. At the end of that period or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Cathedral Office.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.