

Front of House Team
Member
Candidate Pack



harewood.org

Photo credit Tom Arber



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages around 250,000 visitors every year through our three outstanding collections – art, garden and living – with a 30-year commitment to contemporary programming that links them. It is one of England's finest 18th century country houses, with a magnificent collection of fine and decorative arts; an accredited museum, with a nationally designated collection, it is also the family seat of the Earl and Countess of Harewood.

As an educational charitable trust, Harewood's key objectives are:

- to preserve for the benefit of the public the House, Gardens and Collections
- to promote the study and appreciation of the arts and sciences
- to provide facilities for recreation.

Alongside the care, conservation and interpretation of the core collection, Harewood runs a series of innovative exhibitions of contemporary as well as historic art. The Trust also has a commercial arm that manages its trading operation including major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

In 2021, Harewood celebrated 250 years since the House was completed. The Trust has great ambitions for Harewood's future, as well as celebrating its fascinating past, including working on a masterplan to ensure Harewood's conservation, its longevity and its relevance to audiences today. The Masterplan encompasses several capital projects to grow our audiences, generate new income and provide an excellent visitor experience. It includes development of a new Visitor Centre and car park, restoration of the Walled Garden, and conversion of a listed building back into a family and creative space, and new play.

FRONT OF HOUSE (FOH) TEAM MEMBER

Responsible to	Assistant Food + Beverage Manager
Contracts	Permanent and fixed-term contracts until 4 January 2026
Hours	Various contracts are available, ranging from 12 to 37.5 hours per week, including regular weekend and bank holiday working
Salary	National Living Wage, currently £11.44 per hour

JOB SUMMARY

We're looking for Front of House Team Members (FOH Team Members) to join our Food and Beverage Team. You'll be a real people person with an eye for detail and a passion for providing exceptional customer service.

FOH Team Members have a varied role, working across a number of our catering areas supporting the day-to-day running of Harewood's catering, maximising returns and ensuring excellent customer service is delivered. Harewood has a range of different food and beverage options across the site, catering towards all tastes to ensure there's something for everyone.

The Courtyard Cafe is located in the Courtyard, serving a range of hot and cold meals, alongside barista-style coffee and cold drinks. The Terrace is located at the back of the House, overlooking the scenic Terrace Gardens, one of Harewood's must-see spaces. The service here is formal, but relaxed table service, offering Afternoon Tea, light meals, coffee and an extensive wine list.

The Bothy Teahouse is located on the sunny Bothy lawn with beautiful views across the Lake. Serving a range of hot + cold drinks, Beers, G+T's, a selection of homemade premium toasties as well as cakes, Yorkshire Dales ice cream and seasonal specials. Situated just outside the Walled Garden, The Bothy Teahouse also offers plants and produce grown in the historic kitchen garden.

The Ice Cream Kiosk, open throughout the main season, serves delicious hand-scooped Yorkshire Dales ice cream alongside a range of drink options and snacks. Positioned next to the adventure playground, the Ice Cream Kiosk is a fast-paced location requiring good organisation and preparation skills.

The Harewood Horsebox is our mobile 'pop up' catering unit. Moving across the site at different times of the year to provide a variety of refreshment options for our visitors. This could be serving luxury hot chocolates and toasted teacakes over the festive period or Aperol spritz and ice lollies throughout the school holidays.

MAIN PURPOSE OF THE ROLE

- To provide a warm welcome to all Harewood visitors in a courteous, prompt and helpful manner. The role is customer-focused, so experience in a customer-facing role and good communication skills are essential.
- To provide visitors with accurate and comprehensive information to optimise the visitor experience.
- To prepare and serve items from a varied and seasonal menu. To follow defined catering operating procedures and processes and adhere to all Health & Safety and Food Safety Legislation.
- It is essential to provide safe food and hygiene practices, working within the Safer Food, Better Business guidelines.
- Ensure stock rooms are always tidy and organised, storing products and display materials safely. Ensure effective stock rotation to minimise product wastage.
- Undertake stock checks to support with ordering.
- To maintain high standards and cleanliness within working areas.
- Set up, replenish and clear down the working area.
- You must show the ability to work individually and as part of a team.
- Any other reasonable duties as requested by the Line Manager.

Special Considerations

- This role may include some heavy lifting of stock and working outside.

PERSON SPECIFICATION

E = Essential, D = Desirable

Previous catering experience	D
Excellent customer service in a public-facing environment	E
Previous retail experience	D
Good communication skills	E
Experience in cash handling	E
A team player, able to work flexibly, positively, creatively and independently	E
Ability to work weekends, bank holidays and event days	E
A passion for exceeding visitor expectations, willingness to go beyond core duties to ensure an excellent experience	E
A commitment to equality & diversity	E
A commitment to working in the charity sector	E
An interest in or appreciation of the arts / culture / heritage	D

OUR VALUES

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation's mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results



CONTRACT TERMS & BENEFITS

Contract & Hours Various contracts are available, ranging from 12 to 37.5 hours per week, including regular weekend and bank holiday working.
Fixed-term contracts until 4th January 2026.

Annual leave entitlement 25 days plus bank holidays (pro-rata for part-time employees)

Location Harewood House Trust, Harewood, Leeds, LS17 9LG.
Harewood is 7 miles outside of Leeds and accessible by public transport: goodjourney.org.uk/attraction/harewood-house/

Employee benefits Employee Assistant Programme;
Discount in onsite cafés + retail outlets;
Access to complimentary passes for other Treasure House of England + Yorkshire's Great, Houses, Castles & Gardens properties;
Free parking.

Pre-work checks Two satisfactory references
Evidence of the right to work in the UK

NEXT STEPS & HOW TO APPLY

Please submit an Application Form and Equality and Diversity Monitoring Form before the deadline to recruitment@harewood.org. If you require the form in an alternative format, please get in touch.

Closing date: Sunday 16 February 2025 at midnight

Please note, we reserve the right to close vacancies early if we receive sufficient applications. If you are interested, we advise you to submit your application as early as possible.

Thank you for reading this pack. We look forward to hearing from you!



For more information please contact
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 **HAREWOOD**

Registered charity in England no 517753

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