

A vibrant outdoor cafe scene set in a courtyard. People are seated at tables, some under large light blue umbrellas. The background features a stone building with a gabled roof and a covered walkway. Festive bunting is strung across the courtyard. An orange banner is visible in the upper left corner.

Food & Beverage Shift Leader Candidate Pack

harewood.org

Photo credit Lee Beel



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages around 250,000 visitors every year through our outstanding collections – including the House, Art & Gardens – 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 potential masterplan to ensure Harewood's conservation, its longevity and its relevance to audiences today.

FOOD & BEVERAGE SHIFT LEADER

Responsible to Food & Beverage Manager

Responsible for n/a

Contract Annualised Contract

Hours 1,768 working hours per year - 34 hours per week.

Salary £13.11 per hour

Main purpose of the role:

As Food & Beverage Shift Leader, you will ensure the efficient day-to-day operation of our catering areas; the Courtyard Cafe, Terrace Cafe, Bothy Teahouse, Ice Cream Kiosk and Horsebox.

You'll be a real people person with an eye for detail and a passion for providing exceptional customer service. The Food & Beverage Shift Leader has a varied operational role; you could be supervising the team in one of the catering areas, supporting the delivery of conferencing and fine dining events or operating the Horsebox during one of our large outdoor events.

The catering operation was bought in-house in October 2023, having been previously managed by an external caterer. Working closely with the Food & Beverage Manager, you will help deliver a new vision for catering across the organisation, with provenance being at the heart of everything we offer.

Key Results Areas:

- Provide day leadership of one of the catering operations at Harewood.
- Communicate with all staff effectively to ensure that information is disseminated.
- Play an important part in promoting Harewood's vision and objectives.
- Assist in ensuring health & safety and food safety standards are upheld for all catering areas and staff understand and comply with hygiene regulations.
- Carry out delivery of implemented procedures to help streamline processes and raise standards.
- Act as a role model, leading on customer service excellence within the team.
- Be the first point of contact for in-person customer enquiries and feedback.
- Ensure that each catering areas is looking it's best daily, with products well presented, packaging available and POS displayed and within brand guidelines.
- Assist in using EPOS and other sources to inform repeat order quantities to maximise sales and profitability.

Food & Beverage Shift Leader- Candidate Pack

- Support the delivery of conferencing and fine dining events.
- Support the Food & Beverage Managers to drive the business forward and ensure staff are motivated by their targets.

General Responsibilities

- A commitment to equal opportunities, diversity and health & safety.
- Actively contribute to the successful achievement of departmental and charity-wide goals.
- Uphold all Harewood House Trust policies and procedures.
- Carry out any other duties as reasonably requested.
- Actively embody the Charity's values.

Special Considerations

- This role will involve weekend and bank holiday working with occasional evenings.
- This role may involve some heavy lifting of stock.

PERSON SPECIFICATION

E = Essential, D = Desirable

An effective team player who can demonstrate initiative and support others in a busy environment	E
Excellent customer service skills and the ability to train others in this area	E
Previous supervisory experience in a catering and retail operation	D
Experience in delivery in event catering	D
Understanding of financial KIP's	D
An understanding of the management of H&S within a catering operations	E
Working with EPOS systems	E
A passion for exceeding visitor expectations	E
A team player, able to work flexibly, creatively, independently & positively	E
Excellent communications skills	E
An interest or appreciation of the arts/culture/heritage	D
Flexible approach to working bank holidays, weekends and event days	E
A commitment to equal opportunities	E
A commitment to working in the charity sector	E
An appreciation of working in Arts, Heritage and Culture	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	Annualised Contract
Probation period	3 months
Notice after probation period	1 month
Annual leave entitlement	25 days plus bank holidays, rising by a day after each year of service in your first three years up to 28 days (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	Enhanced maternity, paternity and adoption entitlements; Enhanced sick pay entitlements; Employee Assistance Programme; Death in Service benefit scheme; Access to complimentary passes for other Treasure Houses of England + Yorkshire's Great, Houses, Castles & Gardens properties; Staff discount in onsite cafés + retail outlets; Vouchers for a free eyesight test for Display Screen Equipment users; Free parking.
Pre-work checks	Two satisfactory references Evidence of right to work in the UK

FURTHER INFORMATION

If you would like an informal discussion about this role, please contact recruitment@harewood.org

NEXT STEPS & HOW TO APPLY

Please submit an Application Form and Equality & Diversity Monitoring Form before the closing date to recruitment@harewood.org. In the email header, please state the role you are applying for, 'Food & Beverage Shift Leader'.

Harewood House Trust is a [Disability Confident Employer](#) and any applicants who identify as disabled and meet the essential criteria will be offered an interview. If you would like to declare you have a disability in order for this to be taken into consideration, or if you require any reasonable adjustments for any part of the recruitment process, please let us know.

Closing date: 12.00 noon on the 7th April 2026

Interviews: Date is to tbc

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





For more information please contact
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People Manager
recruitment@harewood.org



HAREWOOD

Registered charity in England no 517753

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