

A vibrant outdoor cafe scene set in a courtyard. In the foreground, a man in a light blue jacket and teal shorts stands near a table. A woman with glasses sits at a table with a child. The background is filled with people dining at tables under large light blue umbrellas. The courtyard is decorated with orange and white triangular bunting and colorful pennant flags. The building in the background is a two-story stone structure with a gabled roof and arched windows. The sky is bright blue with scattered white clouds.

Food & Beverage Team Member 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 TEAM MEMBER

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|------------------------|--|
| Responsible to | Assistant Food & Beverage Manager |
| Responsible for | n/a |
| Contract | Permanent Annualised contract |
| Hours | 2 roles available with 34 hours per week which equate to 1768 working hours per year, 4 roles available with 24 hours per week which equate to 1248 working hours per year, working 5 days over 7. 5 roles with 12 hours per week working on Saturday and Sundays |
| Salary | £12.71 per hour |

Harewood Food and Beverage Team Member – The Heartbeat of Visitor Experience and Happiness

About the Role

We're looking for a people-loving, detail-spotting, vibe-setting Hospitality Team Member to join our current team and make every guest's day brighter. You'll be the go-to person for smooth operations, happy staff, and unforgettable experiences. Think of yourself as the conductor of our hospitality orchestra — keeping everything in tune and on time.

What You'll Be Doing

- **Leading with energy** – Motivate, guide, and support your team so they can shine.
- **Creating magic moments** – Ensure every visitor feels like a VIP from hello to goodbye.
- **Keeping things running like clockwork** – Oversee daily operations at multiple outlets, from service flow to stock checks.
- **Problem-solving like a pro** – Handle challenges with a smile and a can-do attitude.
- **Championing standards** – Maintain excellence, top-notch service, cleanliness, and safety.
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What We're Looking For

- A natural people person who thrives in a buzzing environment.
- Experience in retail catering and hospitality.
- Cool under pressure, quick on your feet, and always ready to roll up your sleeves.
- A knack for spotting what needs doing before anyone else does.

Perks You'll Love

- Competitive pay.
- Flexible shifts and a supportive team culture.
- Training and growth opportunities — we love to promote from within.
- Staff discounts (because you deserve to enjoy the good stuff too!).

PERSON SPECIFICATION

E = Essential, D = Desirable

| | |
|---|---|
| An effective team player who can demonstrate and support others in a busy environment | E |
| Excellent customer service skills and the ability to train others in this area | E |
| Previous experience in a catering and retail operation | D |
| Experience in delivery in event catering | D |
| Proven experience of cash handling | E |
| An understanding of the management of H&S within a catering operations | E |
| Working with EPOS systems | D |
| A passion for exceeding customer 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 a c.v and Equality & Diversity Monitoring Form before the close date to recruitment@harewood.org. You will need to state the hours you are applying for, which will be either 32 hours per week, 24 hours per week or 12 hours per week.

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 31st March 2026

Interviews: Date is to tbc

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





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



HAREWOOD

Registered charity in England no 517753

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