

**Food & Beverage
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.

FOOD & BEVERAGE TEAM MEMBER

Responsible to Assistant Food & Beverage Manager

Contract Casual Contract

Hours This role is offered on a 0 hours contract, providing flexibility. There are no guaranteed minimum hours and work will be offered according to business requirements. Candidates will have the flexibility to accept or decline shifts offered.

Salary £12.71 per hour

MAIN PURPOSE OF THE ROLE

We are looking for Food & Beverage Team Member's to join our current team and make every visitor to Harewood's day brighter and more enjoyable. 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 within the team so you can all 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.

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.

The Role

- Act as a role model, leading on customer service excellence with the team.
- Be the first point of contact for all customer enquiries and feedback
- Ensure that each catering area is looking its 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
- 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.
- Support the Food & Beverage Managers in analysing sales in order to control, manage and minimise all costs efficiently.

General Responsibilities

- A commitment to equal opportunities, diversity and health and 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 may include some heavy lifting of stock

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 operation	D
Experience in delivery in event catering	D
Experience as a barista	D
Proven experience of cash handling	E
An understanding of H&S within a catering operation	E
Working with EPOS systems	D
A team player, able to work flexibly, independently and positively	E
Excellent communication skills	E
An interest or appreciation of the arts/culture/heritage	D
Flexible approach to working bank holidays, weekends and event days	E
Commitment to Harewood's aims and values	E
A commitment to equality & diversity	E

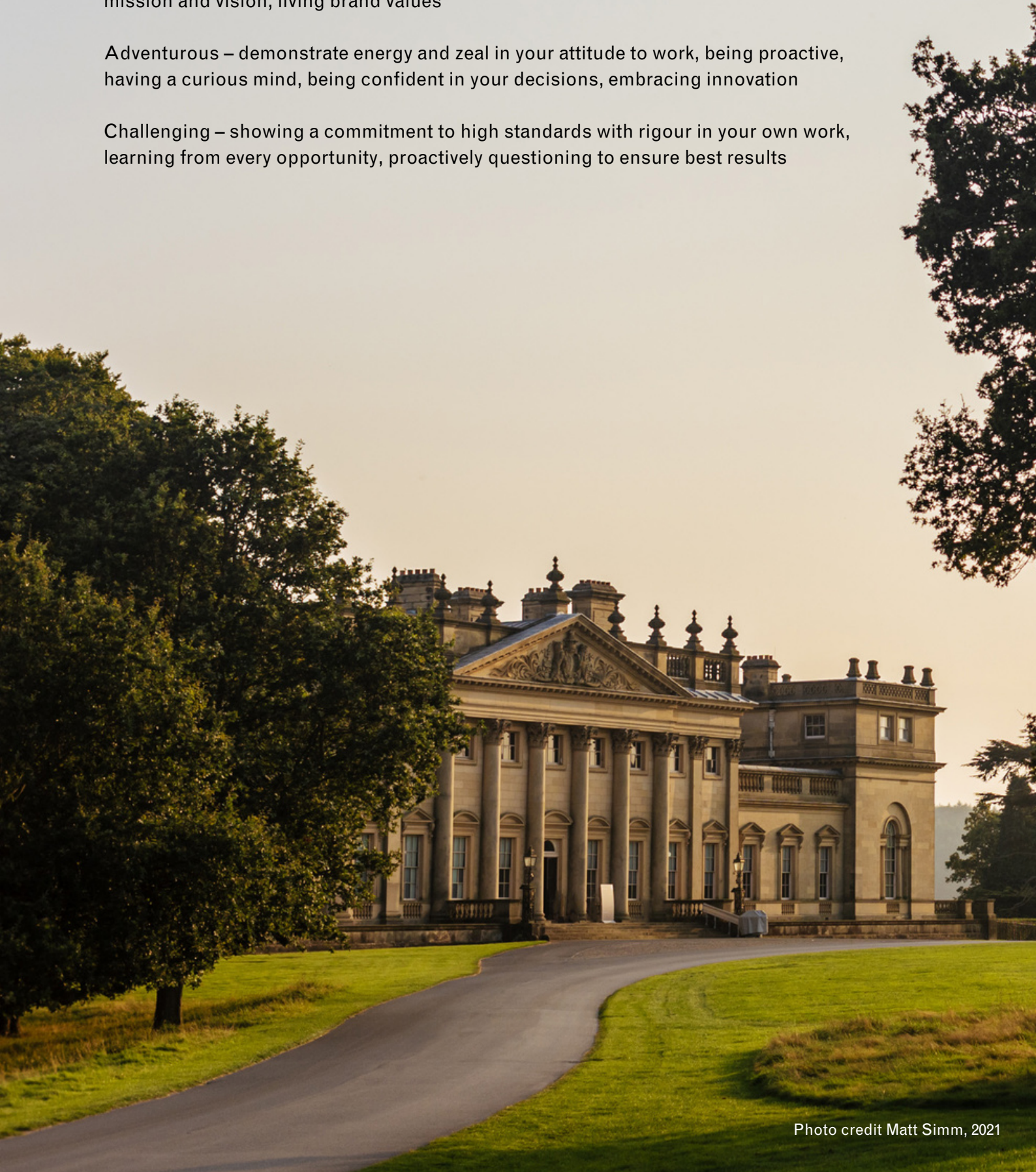
OUR VALUES

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 Casual

Probation period n/a

Notice after probation period 1 week

Annual leave entitlement 25 days plus bank holidays

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 Free on site car parking
Access to complimentary passes for other Treasure Houses of England + Yorkshire's Great, Houses, Castles & Gardens properties;
Staff discount in onsite cafés + retail outlets;

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.

The closing date for applications: 30th September 2026.

NEXT STEPS & HOW TO APPLY

Apply by completing a Harewood House Trust Application Form and email to recruitment@harewood.org

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
recruitment@harewood.org



HAREWOOD

Registered charity in England no 517753

harewood.org