



Job Description – Hospitality Services (Modern Apprenticeship)

WHO ARE CYP?

We are a local charity who provide a variety of youth services within Callander and the surrounding area. In addition, we run both holiday accommodation and function hire as social enterprises, providing employment opportunities and training for local young people. As an accredited SQA centre we deliver Scottish Vocational Qualifications in-house – this includes the qualification delivered as part of the Hospitality Modern Apprenticeship.

WHAT WILL I LEARN?

This job is based throughout both of our social enterprises and the successful candidate will gain experience working within our holiday accommodation and supporting various functions. As a Modern Apprentice, you will also be supported to achieve a SVQ in Hospitality through the completion of your normal workload.

With the current easing of Covid-19 restrictions, we are in the process of re-opening our holiday accommodation, albeit with some noticeable changes. However, we don't have a date set to resume functions and it can be expected that – at least in the short term – some elements of our business will continue to be restricted. The units making up the Modern Apprenticeship are flexible enough to allow us to work around this and therefore this should not impact your ability to achieve your qualification.

WHAT WILL MY ROLE INVOLVE?

The job will involve two main components:

- **Holiday Accommodation:** Contributing to the successful running of our hostel and glamping pods. This will include a variety of roles, including: cleaning rooms, assisting guests and night hosting (on-call). Our hostel currently offers five private rooms and we have a further four glamping pods that are newly opening this year.
- **Functions:** Normally, we offer a wide range of functions, including: parties, community meetings, weddings and other celebrations. Different functions require different levels of staffing, but your roles will likely involve serving on the bar, helping to prepare/serve food and cleaning up after events have finished.

WHAT MAKES A GOOD CANDIDATE?

We are looking for a candidate who takes pride in providing great customer service and who can work consistently to a high level.

In addition, you will have:

- The ability to work in a fast-paced hospitality environment – interacting with guests, maintaining hygiene standards and helping at functions. This will also include the completion of alcohol licensing training to allow you to serve drinks on our bar.

- The ability to work effectively both as part of a team and on your own.
- A willingness to learn.
- A willingness to work in a flexible shift pattern, which will involve both evening and weekend shifts as required by business demands.
- The ability to work to the standards required to successfully complete a Modern Apprenticeship in Hospitality Services.
- The ability to travel (either by driving or by public transport) to Callander – this will include shifts that may start early or finish late.
- As night-hosting will be a part of your role, anybody living outwith Callander (or the immediate surrounding area) will be required to stay on-site overnight for any on-call work. Private staff accommodation is provided for this.
- As the post is a Modern Apprenticeship, we cannot accept candidates who are already in education (or who intend to start their studies during the duration of the contract).
- You must also meet the other Modern Apprenticeship eligibility criteria, which can be found here: <https://www.apprenticeships.scot/frequently-asked-questions-individuals/>.

The successful candidate will initially be hired to a 3-month probationary period, during which they will be required to demonstrate the above qualities.

Although previous experience in a hospitality environment would certainly be advantageous, it is not a requirement of the role. We would be happy to hire someone who can evidence that they meet the above criteria through other non-work related experience.

WHAT WILL WE OFFER YOU?

You will work a minimum of a 25-hour week (this may increase due to business requirements). You will receive a monthly salary of £975 (plus any additional overtime payments).

You will also receive 28 days of annual leave over your 12-month contract and a company pension (where applicable).

HOW DO I APPLY?

Please send a copy of your CV and a covering letter to aldasair@cyp.org.uk. We are looking to find out why you're interested in the position and why you think you would make a good candidate.

If you have any questions about the position or the application process, feel free to contact us via the same email address.

WHAT HAPPENS NEXT?

Applications will be processed as and when they are submitted, without a set closing date. We will begin to arrange interviews once suitable candidates have been identified. As such we would recommend applying as soon as possible.

Interviews will be conducted using Zoom. If this is likely to cause any problems, please notify us in your application – it may be possible to make alternative arrangements.