

Job Description – Hospitality Services Apprentice (SVQ)



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.

WHAT WILL I LEARN?

This job is based throughout both of our social enterprises and the successful candidate will broaden their experience working within our holiday accommodation and supporting various functions. To accredit your learning, you will also be supported to achieve an SVQ in Hospitality Services (SCQF 5), through the completion of your normal workload. You can find further information about the qualification by visiting the [SQA website](#).

At the end of the fixed-term contract, the aim is that the candidate will have successfully completed their SVQ and gained significant experience within the hospitality sector. Along with employability skills support offered during the latter stages of the role, this should leave them well-positioned to progress into further hospitality work, or to use the transferable skills to move into a different sector.

WHAT WILL MY ROLE INVOLVE?

The job will involve two main components, over a fixed-term 12-month contract:

- **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 now have four glamping pods, one of which is fully-accessible.
- **Functions:** 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 an SVQ 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.
- Due to the bar work and night-hosting requirements, candidates must be at least 18 years of age (or be about to turn 18).

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). This tends to be 5 x 5-hour shifts per week. You will receive a monthly salary of £1239.34 (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 to aldasair@cyp.org.uk. We are looking to find out why you are 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 they are received (without a set closing date) and we will arrange interviews as and when we identify suitable candidates.

Interviews will take the form of a standard competency-based interview and will be conducted in-person at CYP.