



**ARVON**

**Relief House Manager (Catering)**

**Totleigh Barton, Sheepwash**

**Beaworthy, Devon EX21 5NS**

**Information Pack**

**February 2023**



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Dear Applicant,

Thank you very much for your interest in the position of Relief House Manager at Totleigh Barton. I am delighted to provide you with some information about Arvon, our work and the role itself.

Arvon is a thriving and ambitious arts charity, celebrated for its unique ability to discover and develop the writer in everyone. A flagship of excellence, it has been described by Poet Laureate Carol Ann Duffy as 'the single most important organisation for sharing and exploring creative writing in the UK'.

Arvon produces an annual programme of residential creative writing courses at three historic houses in Shropshire, Devon and Yorkshire, as well as online through Arvon at Home. Tutored by leading writers, the week-long residential courses offer a powerful mix of workshops and individual tutorials, with time and space to write, free from the distractions of everyday life. A third of Arvon's residential weeks are with schools, young people and disadvantaged adult groups, many of which have taken advantage of our grant scheme.

Totleigh Barton is Arvon's Devon writing house; the 16<sup>th</sup>-century building was the first Arvon House. Relief House Managers assist in hosting tutors, students and visitors during the House's creative writing courses, covering as host when the House Manager or Deputy Director is unavailable. This is a zero hours contract; hours are variable, depending upon Arvon's needs. Relief House Managers report to the Director.

The documents accompanying this letter give you more information about the activities of the organisation. You are also strongly advised to visit our website: [www.arvon.org](http://www.arvon.org)

In this Information Pack you will find

1. Advertisement
2. Letter of introduction from CEO
3. Job Description and Person Specification
4. Details of how to apply and the timetable
5. Arvon's vision and values

We welcome your application for Relief House Manager. If you have any questions about the role or the organisation, please get in contact with Mary Carol de Zutter, Totleigh's Administrator (by e-mail

[totleighbarton@arvon.org](mailto:totleighbarton@arvon.org) or by phone on 01409 231338). You can also speak with Mary Morris, the Director at Totleigh Barton, on the same number.

Your application should consist of a completed [Application Form](#), an up-to-date CV and a personal statement and should be sent to Mary Carol de Zutter by 5pm on Friday 14<sup>th</sup> April. We will be holding interviews at Totleigh Barton from Monday 24<sup>th</sup> April.

We look forward to hearing from you.

With all best wishes,

Andrew Kidd

Chief Executive

Arvon



## **Relief House Manager (Catering) Job description**

**Reports to:** Director, Totleigh Barton

**Base:** Totleigh Barton, Sheepwash, Beaworthy, Devon EX21 5NS

**Rate of pay:** £11.24 per hour (weekdays) £12.24 per hour (weekends) gross of tax and other statutory deductions. Holiday allowance is paid in addition at the rate of 12% of hours worked.

**Hours:** This is zero hours contract. Hours are variable, depending upon Arvon's needs. You are not obliged to accept work on every occasion we offer it to you.

**Purpose of the role:** to assist in preparing meals and hosting tutors, students and visitors during the Centre's creative writing courses, covering as host when the House Manager or Deputy Director is unavailable.

### **Responsibilities**

#### Catering

- Preparing and serving light lunches and evening meals for a maximum of 25 people
- Clearing up and washing up after meals
- Supervising and supporting teams of writers preparing dinner and washing up
- Ensuring food hygiene regulations are adhered to at all times

#### Buildings

- Completing and monitoring any necessary buildings checks
- Noting and communicating any buildings issues that may arise whilst on shift
- Resolving any buildings issues requiring urgent attention
- Acting as the fire marshal and designated first aider as required

#### Hosting Courses

- Welcoming tutors, students and visitors to the House and making sure that all reasonable accommodation and food needs are met
- Making tutors and students aware of how the courses and centre are run, providing support throughout their stay
- Ensuring health and safety requirements are met
- Facilitating introductions between tutors and students

- Ensuring the students and tutors’ timely departure on Saturday morning, assisting with travel arrangements if necessary
- Ensuring that the centre is left secure, in safe and good condition while unattended

#### Generic responsibilities

- Upholding Arvon’s values
- Ensuring that Arvon’s policies are implemented in every area of work
- Any other task that may reasonably be required by The Arvon Foundation to deliver its strategic goals, as set out in the business plan

#### Person specification

The ideal candidate will have

- Experience of catering in a commercial environment, residential environment or similar
- An interest in cooking and food, including the ability to research and follow recipes
- Excellent practical and domestic skills including basic household maintenance
- The ability to use own initiative
- The ability to follow health and safety procedures, including an awareness of the potential hazards and issues of working within a historic building
- The ability to follow food hygiene procedures, willingness to undertake a food hygiene training certificate
- A first aid training certificate, or willingness to undertake training
- Excellent interpersonal and communication skills
- The ability to prepare light lunch and evening meal for a maximum of 25 people
- A basic level of computer literacy, and be confident using Microsoft Office applications, email and the internet
- A full UK driving licence

It would be desirable to have

- The confidence to work alone
- The ability to remain calm under stress
- The ability to work collaboratively
- An interest in a broad range of writing genres and contemporary writers
- Experience of the education sector or the Arts
- Experience of working with people with a wide range of individual needs
- The ability to understand the needs of developing writers
- The ability to be friendly and positive, welcoming, patient and understanding

**Arvon is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. Arvon expects board members, managers, employees and contractors to ensure that every individual with whom we come into contact is treated with dignity and respect.**

## **How to apply and timetable**

**How to apply:** please send your completed [Application Form](#) and an up-to-date CV together with a personal statement explaining why you are interested, how you meet the Person Specification and what you will bring to the position of Relief House Manager at Totleigh Barton to:

[totleighbarton@arvon.org](mailto:totleighbarton@arvon.org), or by post addressed to:

Mary Carol de Zutter  
Totleigh Barton  
Sheepwash  
Beaworthy  
Devon  
EX21 5NS

**Please also submit a completed online [Equal Opportunities Monitoring Form](#).**

**Recruitment timetable:** Please ensure that you will be able to meet the application deadline. If you have any concerns about this, please do let us know.

- Friday 14<sup>th</sup> April 5pm: closing date for applications
- From Monday 24<sup>th</sup> April: interviews at Totleigh Barton

We look forward to hearing from you and receiving your application.



## **Staffing Structure**

Arvon's residential writing centres are managed by a Director. The other staff at each of the centres are the Deputy Director, House Managers and Administrators. All of our houses also employ a staff cleaner and gardener. From time to time each house engages relief staff to cover permanent staff when they are either on training, planned leave or sick leave.

The demands on all house staff can be intense requiring keen practical and interpersonal skills, combined with energy, enthusiasm, and a desire to provide a welcoming and hospitable environment for a regularly changing cohort of guests: the writers and tutors who arrive every week for up to 45 weeks per year. Much of the work is also unglamorous and domestic in nature, and the houses need a great deal of attention to keep them running smoothly. Relief staff will be booked by the Deputy Director and line managed by the Director, or by another member of staff in the Director's absence.



## OUR VISION

We believe creative writing can change lives for the better.

Creative writing allows us to harness our imagination and find our voice. It creates new possibilities, new ideas, new futures. It unlocks our potential, our empathy and our hope. And we're keen to share this opportunity for transformation with as many people as possible.

## WHAT WE DO

We produce residential and city-based creative writing courses and retreats for schools, groups and individuals, led by highly respected authors.

Founded in 1968, we now have three writers' centres, in Devon, Shropshire and Yorkshire, and offer courses across a wide range of genres.

We offer a home for the imagination, where anyone, regardless of writing experience, can step away from their normal routine, immerse themselves in the creative process, be inspired by experienced writers and release their imaginative potential.

## OUR VALUES

**Inclusive:** We believe everyone is creative. We create a space that is open to all, where anyone, regardless of writing experience, feels welcome and included as part of a community of writers.

**Inspiring:** Step away from the routine, be inspired by writers and our beautiful places and release your imaginative potential. Arvon is a place for contemplation, challenge and going beyond what you thought you were capable of achieving.

**Supportive:** Creative writing is a craft that can be learnt, through guidance from experts, and through the peer support that comes from creative friendships with fellow writers. At Arvon, writers teach writers, and everyone encourages each other to become a better writer.

**Transformative:** Immersing yourself in creative writing nourishes the imagination, can deepen the connection to self and to the world, and can lead to dramatic change and progress.