



**ARVON**

**House Managers (Catering)**

**Lumb Bank**

**Heptonstall, Hebden Bridge, West Yorkshire HX7 6DF**

**Information Pack**

**September 2021**



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Dear Applicant,

Thank you very much for your interest in the position of House Manager at Lumb Bank. 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 former Poet Laureate Carol Ann Duffy as 'the single most important organisation for sharing and exploring creative writing in the UK'.

For over 50 years, Arvon has produced an annual programme of residential creative writing courses, which now take place at three historic houses in Shropshire, Devon and Yorkshire. Tutored by leading writers, the week-long 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. We run a grant scheme offering bursaries to writers on low incomes to attend our open programme courses. In 2020, we launched Arvon at Home, an online programme offering live readings, masterclasses and 5-day courses every week via Zoom.

Lumb Bank is Arvon's Yorkshire Writing House, an 18<sup>th</sup> century millowner's house which once belonged to Ted Hughes, set in 20 acres of steep woodland. We are looking for two House Managers with strong interpersonal and practical skills to assist our guests during residential writing courses, welcoming and supporting them, preparing and serving meals and ensuring that the environment is kept safe and compliant according to government guidelines. House Managers report to the Co-Directors.

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. Letter of introduction from CEO and Artistic Director

2. Job Description and Person Specification
3. Details of how to apply and the timetable
4. Arvon's vision and values

Please also download the separate [Application Form](#) and complete the online [Equal Opportunities Monitoring Form](#). We welcome your application for House Manager. If you have any questions about the role or the organisation, please email Becky Liddell, Lumb Bank's Senior Administrator, at [lumbbank@arvon.org](mailto:lumbbank@arvon.org). You can also contact Rosie Scott or Helen Meller, the Co-Directors at Lumb Bank, [rosie.scott@arvon.org](mailto:rosie.scott@arvon.org) and [helen.meller@arvon.org](mailto:helen.meller@arvon.org)

Your application should consist of a completed Application form, an up-to-date CV and a personal statement, and should be emailed to Becky Liddell [lumbbank@arvon.org](mailto:lumbbank@arvon.org) by 10pm on Friday 1 October 2021. We will be holding interviews at Lumb Bank Wednesday 6<sup>th</sup> October 2021.

We look forward to hearing from you.

With all best wishes,

Andrew Kidd



Chief Executive Officer  
Arvon



## **Job description**

**Roles:** 2 x House Managers (Catering)

**Hours:** This is a 22.5 hours per week contract. There will be regular evening and weekend working required. You will be expected to work on bank holidays unless you choose to take leave on these days. The House Managers work to a rolling fortnightly shift pattern.

**Rate of pay: £14,280** (0.6 FTE £23,800)

**Reports to:** Co-Directors, Lumb Bank

**Base:** Lumb Bank, Heptonstall, Hebden Bridge, West Yorkshire, HX7 6DF

**Purpose of the role:** We are looking for someone with strong interpersonal and practical skills to fill a 0.6 post as one of two House Managers. The successful applicant will take responsibility for planning meals and ensuring all ingredients are locally sourced; responsibility for ensuring the budget target is adhered to in consultation with the Deputy Director; responsibility for food hygiene and ensuring all staff are food hygiene compliant; serving meals, washing up and cleaning after mealtimes; welcoming and supporting tutors and visitors during creative writing retreats and courses; occasional hosting readings and evenings. This post will not entail line-management responsibility for other staff but will help direct the work of ancillary staff, such as cleaners and grounds staff. The post will be line-managed by the House Co-Directors.

## **Responsibilities**

### Catering

- Planning menus, sourcing ingredients
- Preparing and serving lunches and evening meals
- Researching and providing meals for specific dietary requirements
- Clearing up and washing up after meals
- Ensuring food hygiene regulations are adhered to at all times
- Adhering to the catering budget target in consultation with the Deputy Director
- Supervising cooking and washing up teams of writers when courses are running

## 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 the house are run, providing support throughout their stay
- Communicating effectively and in a timely fashion with colleagues pre and post shift and during the course
- Ensuring health and safety compliance is adhered to at all times
- Ensuring the students' and tutors' timely departure on the final day, assisting with travel arrangements if necessary
- Ensuring that the house 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
- Regular communication with all house and national staff as appropriate
- Attending occasional Arvon full-staff meetings
- Adhering to Arvon's procedures and national policies
- Promoting and implementing Arvon's equal opportunities policy amongst staff and course participants
- 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 or residential environment or similar
- An interest in cooking and food, including the ability to research and follow recipes
- Excellent interpersonal skills, with the ability to welcome people and put them at ease
- Excellent practical and domestic skills including basic household maintenance
- Experience of using Teams and WhatsApp for internal comms and the ability to communicate effectively with colleagues
- Experience of teamworking under pressure
- The ability to use own initiative
- The ability to work collaboratively

- The confidence to work alone
- The ability to remain calm under stress
- 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
- A full UK driving licence

It would be desirable to have

- An interest in literature and a genuine desire to support writers at every stage of development
- Experience of working with people with a wide range of individual needs

**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:** submit the online [Equal Opportunities Monitoring Form](#) and please send your completed [Application Form](#) with an up-to-date CV and a personal statement explaining why you are interested, how you meet the Person Specification and what you will bring to the position of House Manager at Lumb Bank to: [lumbbank@arvon.org](mailto:lumbbank@arvon.org), or by post addressed to:

Becky Liddell  
 Administrator  
 Lumb Bank  
 Heptonstall  
 Hebden Bridge  
 West Yorkshire  
 HX7 6DF

**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 1<sup>st</sup> October, 10pm:** closing date for applications
- **Wednesday 6<sup>th</sup> October:** interviews at Lumb Bank

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



## **Staffing Structure**

Arvon's residential Writing Houses are each managed by a Director or Directors. The other staff at each of the houses are the Deputy Director/s, House Manager/s and Administrator/Bookkeeper. 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 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 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 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 Writing Houses, 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:** Everyone is creative. We make spaces that are open to all, where anyone, regardless of previous writing experience or background, 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.