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| Job Title: Food & Beverage Catering Assistant | |
| Managed by: Food-to-Go Manager, and Manor Restaurant Manager | |
| Department(s): Catering | Location: Waddesdon, Aylesbury |
| Salary: £12.71 per hour | Contract Type: Flexible/Seasonal (fixed-term contract until 30 November 2026) |
| <p>Hours: A maximum of 42 hours per week on a Wednesday to Sunday rota. Includes Public Holidays (excluding Christmas Day and Boxing Day) and the occasional shift outside of the normal rota, as required by the business. Working hours will vary depending on business needs. Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work.</p> | |

The Role:

We are looking for enthusiastic individuals to join our front-of-house Catering team at Waddesdon Manor and play a key part in delivering exceptional experiences for our guests in the stunning surroundings of Waddesdon. All profits help care for Waddesdon Manor and, through the Rothschild Foundation, fund work in the arts, local communities, and the environment.

Waddesdon Manor offers welcoming and relaxed dining experiences across the estate, whether guests are stopping for a hot drink and cake at Courtyard Coffee, enjoying a leisurely lunch in the Stables Café and Takeaway, or indulging in our traditional afternoon tea at the Manor Restaurant. Our restaurant serves up to 180 covers during peak service, with a seasonally inspired menu featuring light bites, classic dishes, and freshly prepared sweet treats. Across our locations we combine warm, attentive service with our commitment to quality and provenance, ensuring that everyone feels equally welcome.

As the Rothschild Foundation's emblem, Waddesdon Manor is closely connected to the mission of the foundation. Waddesdon's catering team is managed by the trading company Rothschild Waddesdon Ltd, alongside The Five Arrows Hotel and The Bow Pub located at the gates of Waddesdon Manor. As a Catering Assistant, you will be expected to support the close relationship between locations, including occasionally

working across the Hotel and Pub as required. The Five Arrows is a grade II listed boutique hotel with a modern 2AA rosette bar and restaurant, and The Bow is a lively pub offering a fresh take on the classic village experience.

What you will do:

As a Food and Beverage Catering Assistant, you will be the friendly face that greets every guest across our catering locations, whether they are enjoying a quick refreshment or a more leisurely dining experience. You will provide warm, attentive service and ensure that each interaction reflects our commitment to excellence by demonstrating a strong knowledge of our menus and confidently assisting guests with recommendations. You'll work collaboratively with the team at The Five Arrows and The Bow when required to support the wider mission of the Rothschild Foundation.

Key responsibilities include but are not limited to:

- Greet visitors and make them feel welcome by proactively engaging and interacting with them
- Offer assistance and respond to visitor queries about the food and drinks menu by ensuring your product and stock knowledge is kept up to date
- Handle questions, feedback or occasional complaints professionally and with care
- Follow all the necessary processes and procedures, including Health & Safety and Hygiene legislation, to keep the catering areas running smoothly
- Serve food and drink promptly and with attention to detail
- Operate tills and process payments accurately and efficiently
- Ensure food and stock presentation meets our brand guidance and KPIs
- Identify any stock going out of date and ensure stock is rotated accordingly
- Help set up and close down areas quickly and efficiently
- Help keep all tables, counters, till and service areas clean and well presented
- Assist with basic food preparation when needed
- Maintain a clean and organised front-of-house environment
- Attend Rothschild Foundation training sessions, and read and comply with all necessary policy and compliance documents

This list is not exhaustive and additional duties may be required by the management team.

You will be a great fit if:

You thrive in a customer-facing role and genuinely enjoy interacting with people and creating exceptional experiences for guests. You have a positive attitude, love working

as part of team, and you take pride in keeping your workspace and location clean, organised, and welcoming. You will enjoy acting as a representative of Waddesdon Manor and the Rothschild Foundation, taking care to maintain a professional appearance in line with our smart standard of dress and conduct.

Areas of knowledge and expertise that matter for this role:

- A naturally friendly and approachable personality, with a customer-first attitude
- You are able to stay calm and focused in a fast-paced environment
- Knowledge of food hygiene and safety standards, or a willingness to learn
- Confidence in operating tills (training will be provided)
- Ability to holistically increase sales by engaging with customers
- This role involves standing for extending periods and light lifting when necessary
- Barista experience – training will be provided

Additional requirements:

The safety and wellbeing of children, young people, and vulnerable adults are of the utmost importance for any role at the Rothschild Foundation, Waddesdon Manor. Consequently, this position may require a Disclosure and Barring Service (DBS) check to uphold the safety and security of all our guests, staff and volunteers.

Rewards for working with us:

- We are proud of where we work and want to share Waddesdon Manor with family and friends by offering a number of complimentary tickets to the house and grounds.
- **Waddesdon Discounts** – 50% discount in the food-to-go outlets at the Manor. 20% in the Manor gift shop and restaurant, Stables Café, Five Arrows Hotel, and The Bow Pub. 20% discount on special event tickets made available to staff.
- **Staff Card** – A National Trust staff card entitles two adults and children under 18 years of age free admission to all National Trust properties and 20% discount in NT retail and catering outlets.
- **Annual Leave** – your statutory annual leave is 28 days (20 days plus 8 public holidays), or 5.6 weeks. This will pro-rated based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).
- **Pension** – We will top up your pension by matching any contribution you make, up to 10% of your basic salary.
- **Long Service Awards** – every 5 years of service, you are invited to a celebration to recognise your contribution to the organisation. A cash sum is awarded as a thank you.
- **Mental Health and Wellbeing Support** – access to a wellbeing platform and

fully funded 1:1 counselling service.

- **Flu Jabs** – free flu jabs in October
- **Share of the discretionary service charge**
- **Free parking**

EDI

At the Rothschild Foundation, we place Equality, Inclusion, and Diversity at the core of our values. We strive to be an organisation that actively addresses inequality and prejudice while fostering a truly anti-racist culture. Our approach is centered on meaningful and equitable support and development for you and others throughout your time with us. We are committed to providing an environment free from discrimination, where every team member feels valued, respected and has a true sense of belonging.

Recruitment Process

- The vacancy advert may be taken down from job boards earlier than the stated deadline if a high standard of applications is received
- We welcome applications from everyone and particularly encourage applications from people from an ethnic minority background, and people with a disability to help us achieve a balanced representation in our workforce
- To reduce bias in our shortlisting process, we operate an anonymised application process
- All candidates invited to interview have the opportunity to request adjustments to the recruitment process when scheduling your interview, for example accessible parking, communication support or breaks

To apply, please send a current a CV and covering letter explaining how your experience and skills match those outlined above to application@waddesdon.org.uk

Closing date: midnight, Friday 8 May 2026. This vacancy may be taken down from job boards when we see fit if a high standard of applications is received.

If your application is successful, here is what you can expect:

- Initial 15 minute phone call with Head of Food and Beverage
- You will then be invited for a 30-minute, in-person interview with the Food-to-Go Manager and Manor Restaurant Manager. This will be followed by a one-hour trial in a catering location where you will have the opportunity to demonstrate your skills in action.