



Our PURPOSE

To provide purposeful enterprise activities where adults and young people with learning disabilities can thrive, and develop their work and life skills.

January 2023

Re: Training Facilitator – Front of House, full time (37hrs per week), £19,529 per annum*

Thank-you for showing interest in this exciting and fulfilling position which will initially be based at Level Best Art Café, Colchester and will move to our new purpose-built premises at St John's Street, Colchester in early 2023.

At Level Best we provide work and life skills training to adults and young people with learning disabilities through our four social enterprise projects:

Level Best Cafe – Catering and running of the Café

Level Best Seasonal – Making Jams, Chutneys, Fruit Cordials and Various Gifts for special occasions

Level Best Gardening – To help grow our own produce on our allotment and work with The Park Rangers in Castle Park

Level Best Art – Art and Design and the running of our Art Gallery.

We are looking for someone who has skills to offer in our Café enterprise, specifically front of house and customer service skills as the role will involve facilitating trainees in these areas of work.

The post is full-time (37hrs per week) Monday-Friday with occasional evening and weekend work. Annual leave entitlement is 25 days plus bank holidays.

Please find enclosed further information about Level Best, as well as a full job description, person specification and application form for completion

Closing date for applications: Monday 13th February 2023 at 12pm

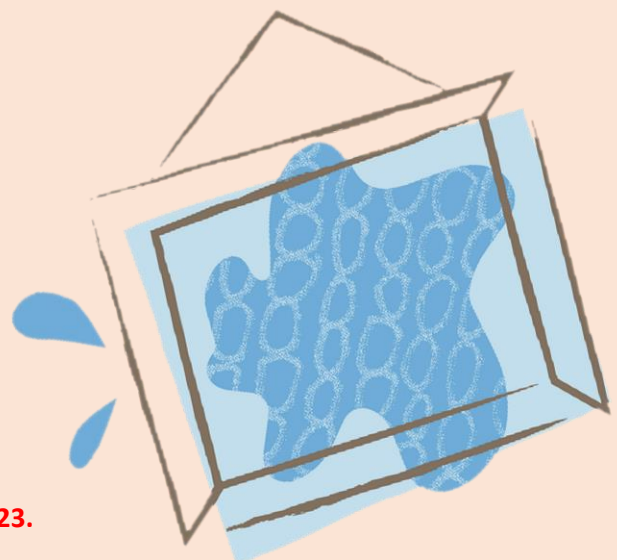
Date of Interviews Friday 17th February 2023

Applicants that pass the interview stage will be invited to take part in a Café session with our trainees. This will take place week beginning 20th February.

If you would like further information about this exciting opportunity or would like to arrange a visit please contact the manager, Alison Ling, to discuss (01206 366 059 or alison.ling@dacontrust.co.uk).

Yours Sincerely,

Alison Ling
Manager



***Salaries are reviewed annually. Next review will be April 2023.**

Our VALUES

- We're Creative
- We're Inclusive
- We're Person-centered
- We're focused on delivering high quality
- We're committed to our community

Our VISION

We want to challenge people's perceptions of individuals with learning disabilities. We're committed to giving adults and young people access to meaningful activities that gives them the confidence to grow and achieve their Level Best.

Our MISSION

To deliver high quality enterprise opportunities for adults and young people with learning disabilities, through personalised, well managed and community-based activities which develop their work and nurture their life skills.

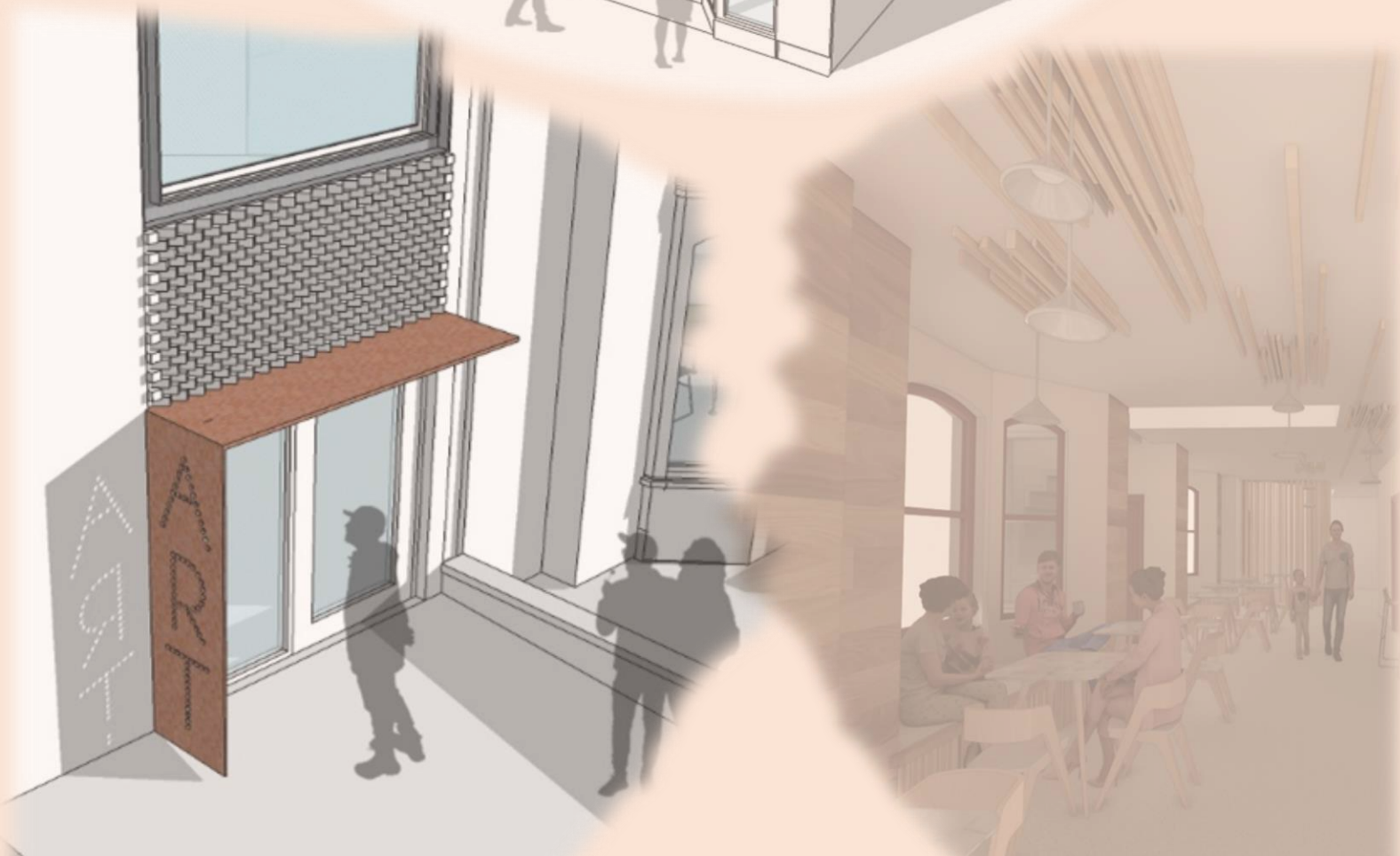
What do we do and HOW DO WE DO IT?



Practically, we run a community Art Cafe, Catering, Gallery & Gardening Project. All these enterprises are overseen by our team. The trainees are encouraged to get as involved as possible; by cooking and serving customers and being as public facing as possible. Alongside this, we also have artwork to sell from local creatives and run exhibitions at our gallery, which also houses some of our trainees fantastic work. A lot of our produce is grown on our allotment, and we want to make sure we can use the best quality items. We create chutnies, jams and seasonal items using that produce, and all of the packaging is designed by our arts trainees!

Level Best's new home at St John's Street

COMING EARLY 2023





Job Description

Training Facilitator Front of House

Post Title		Training Facilitator Front of House
Accountable to		The Dacon Trust Council of Management
Responsible to		Level Best Enterprises Manager
Places of work		Level Best Art Cafe, 3 Culver Street East, Colchester, Essex, CO1 1LD Moving to St John's Street, Colchester, CO2 7AN
Organisational relationships		With all other Dacon Trust staff and associated agents working with and on behalf of attending trainees

Job summary:

To support lead personnel in facilitating work skills training sessions for adults and young people with learning disabilities within Level Best Café enterprise. This is primarily a front of house position, which will involve facilitating trainees to serve customers in our new busy Café.

To support trainees* to set and achieve goals through a person centred review process and to assess and evidence a trainee's progression throughout their placement through a keyworker based system.

**Adults and transition age school students with a range of learning disabilities.*
The post will involve occasional evening and weekend work.



Main duties and responsibilities

Trainees:

- To support lead personnel in facilitating and planning programmes of activities for trainees within Level Best Café and other locations as required
- To escort trainees as and when necessary and in-line with support guidelines and risk assessments
- Liaise with family/carers of trainees as required
- To contribute and carry out individual trainee reviews and assessments for which trained
- To 'meet and greet' and supervise trainees both during and out of session times, ensuring their safety and that of others, in-line with risk assessments

Safeguarding:

- To be aware of the vulnerability of the trainees and be alert to potential for abuse. To use local and national policies and procedures for recognizing, recording, reporting and participating in safeguarding protocols

Customer service:

- Provide a quality customer service to Level Best Café customers. This will involve being familiar with food and drink menus and prices, being able to respond to Café customer queries, competently using the till, building good relationships with Café customers and positively representing Level Best Enterprises to members of the public

Organisational:

- To understand and implement all Policies and procedures, both statutory and those established by the Dacon Trust Ltd.
- To attend staff meetings and participate in 1:1 supervision meetings with line manager
- To attend relevant training as required
- To ensure health and safety measures are observed at all times
- Keep records and paperwork up to date and accurate

General:

- This job description outlines the principle responsibilities and duties of the postholder. These duties cannot totally encompass or define all of the tasks that may be required of the postholder. The outline duties may therefore vary from time to time without materially changing the character or level of responsibility
- All employees are expected to demonstrate a commitment to the principles of equal rights, both in relation to employment issues and service delivery, and adhere to the policies of the Dacon Trust in the performance of their duties
- The Dacon Trust Ltd. is committed to continuous organisational development. The post holder is required to participate fully in all initiatives which facilitate continuous improvement in both service quality and employee development and performance

Person Specification Training Facilitator Front of House

QUALITIES	ESSENTIAL	DESIRABLE
Education	1. Ability to complete written work to a professional standard including basic Math's and English	
	2. Competent computer skills including use of Word and Email (outlook)	
	3. A Food Hygiene certificate or a willingness to work towards this	First Aid certificate
Skills/ Experience	4. Awareness of health and safety and reducing risks when working with vulnerable adults	Knowledge of safeguarding guidelines for vulnerable adults
	5. Ability to assess, document and evidence a person's progression through a training programme, including supporting people to set goals and work towards achieving these	Keyworking / linkworker experience
	6. Ability to work alone or as part of a team in the delivery of training sessions to people with a learning disability	Experience (paid or voluntary) of working with people with a learning disability
	7. Experience, skills and/or interest in the following areas: - Customer Service (within hospitality) - Food Preparation	Experience, skills and/or interest in: - Catering - Use of social media
Motivation/ Disposition	8. Punctual and reliable	
	9. Enthusiasm, creativity and passion for the contribution you can make	
	10. Flexibility and ability to cope with change	
	11. Well organized, with the ability to work under your own initiative	

APPLICATION FORM

Candidates are shortlisted for interview based on the application form alone. It is therefore essential that ALL sections are completed in full. Please do not send a CV in place of your application form as this will be disregarded.

Position applied for	
Full time/Part time	
How did you hear about this vacancy?	

PERSONAL DETAILS

Mr / Mrs / Ms / Miss

Surname

First Name(s)

Address

Postcode

Telephone Number (Home)

Telephone Number (Mobile)

Telephone Number (work)

May we contact you there? YES NO

Email address

National Insurance Number

Do you require a work permit/visa to work in the UK? YES / NO (Please delete)

If yes, please state the expiry date of your current visa

What type of visa is it?

If appointed when would you be able to start work or how much notice do you have to give your current employer?

EMPLOYMENT HISTORY

Please list your employment details in date order, starting with your current/most recent employment (including voluntary work experience).

It is important that you also provide details of any time not spent in employment or education, including periods of unemployment.

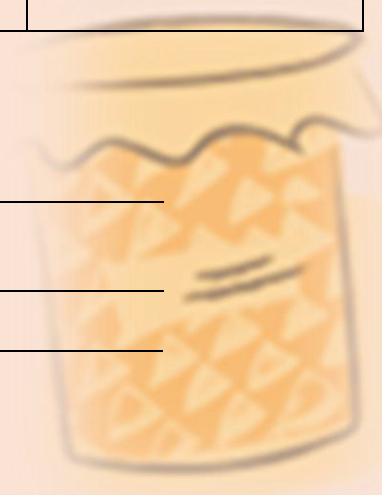
CURRENT/MOST RECENT EMPLOYMENT

JOB TITLE	NAME OF EMPLOYER	BRIEF DESCRIPTION OF DUTIES	DATES OF EMPLOYMENT

Reason for leaving

Name of immediate supervisor

Present salary



PREVIOUS EMPLOYMENT

JOB TITLE	NAME OF EMPLOYER	BRIEF DESCRIPTION OF DUTIES	DATES OF EMPLOYMENT & REASON FOR LEAVING

PLEASE CONTINUE ON A SEPARATE SHEET IF NECESSARY

EDUCATION

SCHOOL/COLLEGE/UNIVERSITY	DATES ATTENDED	QUALIFICATIONS ATTAINED	GRADES

TRAINING (INCLUDING IN-HOUSE TRAINING COURSES)

SCHOOL/COLLEGE/UNIVERSITY/ ORANISATION	DATES ATTENDED	QUALIFICATIONS ATTAINED	GRADES

PERSON SPECIFICATION

This is one of the most important parts of the application form. You must provide evidence to show how you meet each of the 11 criteria as set out in the person specification. Please ensure that your evidence is presented in the same numbered format as the specification criteria.

It is not enough to simply state that you meet the criteria – you should explain how you meet it, giving examples drawing from all aspects of your paid or unpaid employment, education, voluntary work and home responsibilities.

PERSON SPECIFICATION CRITERIA		FOR OFFICE USE ONLY		
1.		P	D	F
2.		P	D	F
3.		P	D	F
4.		P	D	F

5.	P	D	F
6.	P	D	F
7.	P	D	F
8.	P	D	F
9.	P	D	F

10.			
11.			

REFERENCES

Please name 2 referees – one of whom should be your current or most recent line manager (paid or voluntary work). School or college leavers may provide a teacher or tutor as one referee. A personal reference (not a relative) should only be given if a second work reference cannot be obtained. References will always be taken up before we confirm an offer of employment.

NAME	DETAILS	OCCUPATION	RELATIONSHIP (eg Supervisor)
	ADDRESS _____ TELEPHONE _____ FAX _____ EMAIL _____		
	ADDRESS _____ TELEPHONE _____ FAX _____ EMAIL _____		

CRIMINAL CONVICTIONS

Some posts are exempt from the provisions of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (exemption) order 1975. A Criminal conviction will not necessarily **debar you from employment.**

You are required to complete this section and fail to do so, your application will not be considered.

Have you ever been cautioned/bound over/convicted of a crime (spent or otherwise?) YES / NO (Please delete)

If yes, please give details below outlining the date, place, nature of the offence and outcome.

Please note that all positions require an enhanced DBS check to be completed before commencing. This will be arranged by the Dacon Trust if your application is successful.

The provision of false information in this application may be grounds for disqualification or, if appointed, dismissal. I declare that the information given on this form is correct to the best of my knowledge. Information on this form may be held on computer/manual records. I consent to The Dacon Trust Ltd, in line with GDPR, holding this information in a secure place. If your application is unsuccessful the data will be held for 6 months and then destroyed.

SIGNED:

DATE:

Please return your completed application form by the closing date stated to:

Alison Ling

Post: Level Best Art Cafe, 3 Culver Street East, Colchester, Essex, CO1 1LD

Email: alison.ling@dacontrust.co.uk

FOR OFFICE USE ONLY

Shortlisted

Yes ☐

No ☐

Score

P ☐

D ☐

F ☐

Reason for rejection: