

## Application Pack

### Duty Manager

Cumberland Lodge, the educational charity and residential conference centre in Windsor Great Park, seeks to appoint a Duty Manager with relevant experience to join a small friendly team to ensure that guests of the Lodge enjoy a trouble-free stay, and that individuals and groups achieve their own objectives while they are in residence.

This is a key role within the organisation, which reports directly to the Meeting & Events Manager, working closely with the Hospitality Director, Head/Duty Chef and Housekeeping and Dining Supervisors.

Due to the residential and 24/7 nature of the organisation, this role will require some evening and weekend working.

**Salary:** £25,000 per annum

**Pension:** Standard Life contributory pension (currently 5% organisational contributions to support 5% personal contributions, with the option to increase personal contributions above 5%)

**Additional benefits:** 25 days of annual leave plus bank holidays, annualised hours contract, and health insurance and death in service benefit after successful completion of a probation period

### Job description

#### Key duties:

- Assisting with enquiries, bookings and confirmations, and deputising for the Sales and Marketing Manager when required.
- Processing room allocations and bedding lists, invoices, daily menus and associated data entry work as required.
- Processing, issuing and retrieving electronic access cards.
- Co-ordinating meetings, liaising with group organisers to ensure that booking information is accurate and ensuring that all department heads receive hirers' requirements, (departmental reports from Kx booking system), in an accurate and timely way.



- Researching sales leads, approaching potential clients, remaining in contact with “warm” enquiries and maintaining the enquiries database.
- Assisting with enquiries, bookings and confirmations, and deputising for the Sales and Marketing Manager when required.
- Ensuring that meeting rooms are set-up and changed over according to daily requirements and that the rooms are serviced as necessary between sessions.
- Ensuring that audio-visual equipment is serviceable and ready for use as required by groups, and assisting users, including demonstrating as required. To further ensure that equipment is checked after use, and returned to its proper place in the secure store.
- Assisting in the Bar and Dining Rooms when required.
- Being aware of and participating in health and safety, fire safety and security procedures in the Lodge, and in case of emergencies ensuring the safety of guests and colleagues.
- Acting upon and defusing guest complaints, and reporting these to the appropriate senior manager.
- Taking care of lost property, and ensuring that items are returned to their owners wherever possible.
- Handling building and technical faults and liaising with maintenance staff or out-of-hours breakdown services as necessary.
- Handling cash and other payments carefully, and accounting properly for all transactions. To undertake accounting procedures and other bookwork as occasionally required.
- Alerting the Executive of any VIPs coming to the Lodge
- Assuming the role of senior person on-site outside normal office hours in the absence of a senior member of staff.
- Acting at all times as an ambassador for Cumberland Lodge.
- In common with all Lodge staff, working flexibly and carrying out such other duties as may be reasonably required to facilitate the smooth running of the business.

## Our history and heritage

### ST. KATHARINE'S FOUNDATION

#### GRANT BY THE KING OF CUMBERLAND LODGE

The King has graciously granted Cumberland Lodge, Windsor Great Park, as a residence for the St. Katharine's Foundation.

Cumberland Lodge is a beautiful Grade II listed house and has been the home of an educational charity for almost 75 years. The foundation was the vision of Amy Buller, whose pioneering work in trying to understand the address the rise of National Socialism in Germany during the 1930s and its impact on society – especially young people – was presented in her 1943 book *Darkness over Germany*, which has recently been republished in the UK, USA and Germany, and came to the attention

of King George VI and Queen Elizabeth (The Queen Mother). With the help of an influential network of friends, Buller's vision came to fruition when the Royal family granted the use of Cumberland Lodge for her educational 'experiment', to create a safe environment where young people could gather to discuss pressing issues facing society and meet with diverse people of all ages and perspectives to exchange views.

We operate under a Royal Warrant, granted initially by King George VI and renewed by Her Majesty The Queen, who is also our Patron, having succeeded The Queen Mother, who was Patron from 1947 until 2002. This means that we have a close relationship with both the Royal Household and the Crown Estate, which manages the Great Park.



## Our charitable mission

Inspired by our founding, we are a charity that brings diverse people together for open dialogue and debate on pressing issues facing society. We do this by convening conferences, panel discussions and residential retreats that engage people of all ages, backgrounds and perspectives in candid conversations, to help promote more peaceful, open and inclusive societies. We commission our own independent research to support these discussions, and we publish reports, briefing documents, webinars, podcasts and blog posts the share the ideas that emerge.

Recent themes of these discussions include topics like young people's response to the climate crisis, the issues raised by Black Lives Matter, how we remember and teach difficult aspects of our recent past, and how the police respond to past harms and injustices like the Hillsborough disaster, sexual abuse within institutions, or the contaminated blood products scandal. Over the past 18 months or so, our monthly webinars have particularly focused on the impacts of the pandemic on our social and cultural life.

We also have dedicated programmes to nurture students and young people, including our Cumberland Lodge Fellowship scheme for PhD students who want to use their skills and research to promote social progress.

These charitable programmes are delivered by our Programme team and overseen by our Chief Executive, and all this is made possible by the income we receive from the thousands of visiting groups and individuals who hire our facilities for their own conferences, meetings and events throughout the year, and the hard work of our renowned hospitality teams and operational staff.

## How to apply

If you have the skills and experience to carry out all the responsibilities outlined in the Job Description, we look forward to hearing from you. The successful candidate will join a vibrant and welcoming team of staff, trustees, Fellows and volunteers, who are committed to offering excellent hospitality and to creating an inclusive environment for creative thinking and dialogue, and to build on all that has been achieved over the past 74 years. The successful candidate will be joining us at an exciting time, as we celebrate our 75th anniversary in 2022 and look to grow and develop our work further.

You will need access to a vehicle, as Cumberland Lodge is located remotely in Windsor Great Park without easy access by public transport.

To apply for the role of Duty Manager at Cumberland Lodge, please send a CV and a covering letter of no more than two sides of A4, explaining why you wish to apply and how you meet the criteria, to: Melissa Galvan, HR Officer at: [mgalvan@cumberlandlodge.ac.uk](mailto:mgalvan@cumberlandlodge.ac.uk).

The deadline for applications is **Friday 22 October 2021**

Interviews will take place in **October 2021 (date to be confirmed)**