



Thank you for your interest in our vacancy.

We are opening a new take-away, café, craft and event space and are looking to employ a Manager to work in the newly refurbished Water Tower at Haltwhistle. Fitting out is being undertaken and it is envisaged that it will open towards the end of May.

It is anticipated that the Water Tower will be open Wednesdays to Sundays and, on occasions, on other days of the week. Local crafts will be displayed and sold on behalf of local producers, and it is planned to hold regular markets, arts and craft and other events in the building and forecourt area. As this is a new venture, we may need to revise days of opening and working hours, so we are looking for someone who is flexible and adaptable to change.

The job description is shown below.

If you wish to apply, [please complete the application form.](#)

Should you wish to have an informal discussion about the vacancy before completing your application, please email [thewatertower@tvcrp.org.uk](mailto:thewatertower@tvcrp.org.uk) or phone 0794195 2092.

Closing date for applications: noon on 8 May 2024



More about us:

The Tyne Valley Community Rail Partnership is accredited by the Department of Transport undertaking a range of projects to promote rail travel and to engage and support our local communities in a wide variety of initiatives.

Registered in England No 05132845

Registered Office: Railway Station, Hexham, NE46 1EU (please do not send your application to this address)

## JOB DESCRIPTION

<b>Job title:</b>	Manager
<b>Job Purpose:</b>	To manage all day-to-day operations of the Water Tower Café and events space, overseeing staff to ensure that it operates within the relevant financial, environmental and health and safety standards and to maintain customer engagement and financial profitability.
<b>Location:</b>	The Water Tower, Haltwhistle
<b>Reporting to:</b>	Nominated Director(s) of the Company
<b>Hours of Work:</b>	Basic – 3 days per week (18 hours per week) on a roster including Wednesdays-Sundays Additional hours may be required to be worked to provide cover in the café at Bank Holidays and/or when events are being held or if business hours are extended.
<b>Rate of Pay</b>	£15.00 per hour with enhancements for working on Bank Holidays and in excess of 40 hours per week.
<b>Main Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Staff and Volunteers <ol style="list-style-type: none"> <li>a) Assist with staff recruitment.</li> <li>b) Undertake staff training and supervision.</li> <li>c) Prepare staff work rosters and arrange cover during staff absence.</li> <li>d) Ensure volunteers are trained to fulfil the role undertaken.</li> </ol> </li> <li>2. Financial <ol style="list-style-type: none"> <li>a) Ensuring the safety of all monies and record keeping</li> <li>b) Banking of cash receipts</li> <li>c) Cash payment for deliveries if COD system in place.</li> <li>d) Providing monthly breakdown of income and expenditure</li> </ol> </li> <li>3. Stock and Equipment <ol style="list-style-type: none"> <li>a) Ensure appropriate stocking levels and stock rotation is maintained.</li> <li>b) Supplies ordering, checking of deliveries against order/invoice and making suggestions for new or alternative products and/or suppliers.</li> <li>c) To ensure that equipment is maintained to a satisfactory standard.</li> </ol> </li> <li>4. Customers <ol style="list-style-type: none"> <li>a) Ensuring a high level of customer service is maintained.</li> <li>b) Dealing with customer feedback/complaints</li> <li>c) Identifying strategies to attract and retain customers.</li> </ol> </li> <li>5. Arts/Crafts Sales Area <ol style="list-style-type: none"> <li>a) Liaising with artisans to ensure observance of terms of shelf hire.</li> <li>b) Training of artisans to ensure they meet standards required to work in café area.</li> </ol> </li> <li>6. Events <ol style="list-style-type: none"> <li>a) Liaising with organisations, businesses, and individuals to provide farmer's markets, craft and arts and other events increasing income streams.</li> <li>b) Liaising with TVCRP Directors to ensure event marketing and publicity.</li> </ol> </li> <li>7. General <ol style="list-style-type: none"> <li>a) To work as part of the team in the café, preparing and selling food and drinks*</li> <li>b) To ensure all areas of the building and forecourt are kept clean and tidy.</li> <li>c) To ensure the building is secured outside opening hours and that is a safe environment for staff, customers and visitors</li> <li>d) Additional duties to those included in this job description may need to be undertaken from time to time as directed by your manager or management of the Company.</li> </ol> </li> </ol> <ul style="list-style-type: none"> <li>• This may extend to some baking in the future</li> </ul>

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; training:</b>	Current food hygiene certificate (level 2)	Level 3 food hygiene certificate Personal alcohol licence
<b>Previous experience:</b>	Previous catering experience working in a customer-focused environment (minimum one year)  Experience of supervising staff (minimum one year)	
<b>Skills:</b>	Retail and commercial skills (minimum one year experience)  Good communication skills (both verbal and written) being able to engage with people in a range of situations  The ability to work in a team or alone  Ability to train and inspire other team members  Good numeracy and record keeping	Ability to create and use spreadsheets and other computer applications
<b>Personal qualities:</b>	A positive welcoming attitude with a professional and courteous manner  Flexibility to work additional hours as required, to be prepared to work at weekends and some Bank Holidays and be adaptable to change to reflect trading conditions  .	Willingness to undertake training and expand skills.

## APPLICATION FOR EMPLOYMENT

This application form has been designed to tell us all we need to know about you at this stage.

The Company will process the personal data collected in connection with your application for employment in accordance with the privacy notice accompanying this form. Please complete the form in **black ink and block capitals** and return it to:

*Anne Ridley  
Tyne Valley Community Rail Partnership  
Hill Crest  
Kirkby Thore,  
Penrith  
CA10 1XE*

Alternatively, you may forward a scanned copy of the completed and signed form and privacy notice by email to [marketing@tvcrp.org.uk](mailto:marketing@tvcrp.org.uk)

Closing date for applications: 12 noon on 6 May 2024

Post applied for: **Manager, the Water Tower, Haltwhistle**

### **Personal Information**

Surname:	
Forenames:	
Title (Mr, Mrs, Miss, etc):	
Previous names (if any):	
Current address:	
Daytime telephone number: Alternative contact number:	
Do you have the right to take up employment in the UK? If no, please provide further details.	YES / NO
Dates you are not available for interview	

**Education and qualifications**

**From GCSE or equivalent to degree level in chronological order**

<b>Establishment</b>	<b>Qualifications gained</b>

**Other professional qualifications**

<b>Establishment</b>	<b>Qualifications gained</b>

**Work experience**

Please give details of your last three jobs. Any relevant posts held before then may also be mentioned. Please begin with your present or most recent position and then work chronologically backwards.

<b>From</b>	<b>To</b>	<b>Name and address of employer</b>	<b>Job title, description of duties and responsibilities, reason for leaving and salary on leaving</b>


**Other Information**

**Do you have any other training, qualifications, skills or personal qualities relevant to the post (as outlined in the job description.)?**

**Please give details of, and provide an explanation for, any time when you were not either working or in full-time education.**

**Please give details of your main extra-curricular activities and interests.**

**Please use this space to say why you are interested in the post for which you have applied, why you believe you are the best person for the job and provide any other information that may assist your application.**

**If you are successful, when could you take up your post? How many weeks' or months' notice do you have to give to your current employer?**

**If you are disabled, please give details of any special arrangements or adjustments you would require to attend interview.**

**What are your salary expectations?**

**Referees**

Please give details of two referees, one of whom must be your current or most recent employer or, if this is an application for your first job, your schoolteacher or higher or further education lecturer. Neither referee should be a relative or contemporary.

<b>First referee</b>	<b>Second referee</b>

**Declaration**

I declare that the information I have given on this application form is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered any statement is false or misleading, or that I have withheld relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed.

Signed: .....

Date: .....

## UK GDPR: DATA PRIVACY NOTICE FOR JOB APPLICANTS

### **1. Why have you been given this privacy notice?**

Tyne Valley Community Rail Partnership is a "data controller". This means we are required under the UK data protection legislation to notify you of how we will, collect process and store your personal data during the application and recruitment process. We will also explain what rights you have in relation to how we process your personal data.

### **2. What are our obligations to you in relation to how we process your personal data?**

We are required by law to ensure that when processing any of your personal data that it is:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept in a form which permits you to be identified for only as long as necessary for the purposes we have told you about.
- Kept securely.

### **3. What personal data will we collect, use and store about you?**

In order to process your job application, we will collect the following information about you YOUR NAME, ADDRESS AND CONTACT DETAILS, INCLUDING EMAIL ADDRESS AND TELEPHONE NUMBER(S);

- DETAILS OF YOUR QUALIFICATIONS, SKILLS, EXPERIENCE AND EMPLOYMENT HISTORY;
- INFORMATION ABOUT YOUR CURRENT LEVEL OF REMUNERATION, INCLUDING BENEFIT ENTITLEMENTS;
- INFORMATION ABOUT YOUR ENTITLEMENT TO WORK IN THE UK;  
We may also collect, store and use the following "special categories" of more sensitive personal information:
- EQUAL OPPORTUNITIES MONITORING INFORMATION.
- WHETHER OR NOT YOU HAVE A DISABILITY FOR WHICH THE ORGANISATION NEEDS TO MAKE REASONABLE ADJUSTMENTS DURING THE RECRUITMENT PROCESS.

### **4. How do we collect your personal data?**

We will collect this information from a range of sources, which will include your application form, CV, your passport or other identity documents, or information provided directly by you through interviews or other forms of assessment, including references provided by your referees or former employers. [

#### Unsolicited CV's

IF WE RECEIVE AN UNSOLICITED CV AT A TIME WHEN WE ARE NOT RECRUITING, WE WILL DELETE THE CV AND INFORM YOU OF THIS. IF WE WANT TO HOLD THIS UNSOLICITED PERSONAL DATA ON FILE FOR FUTURE RECRUITMENT ROUNDS, WE WILL INFORM YOU OF THIS IN A PRIVACY NOTICE, ALONG WITH THE OTHER REQUIRED INFORMATION.

### **5. How will we use your personal data?**

Throughout the recruitment process we will need to process your personal data for one or more of the following lawful bases:

- a) Where we need to process your personal data to take specific steps at your request before entering into a contract with you or we need to process data to enter into a contract with you. This may include making reasonable adjustments to the recruitment process to accommodate disabilities as and when requested.
- b) Where we need to process your personal data to comply with a legal obligation, for example if your application is successful, we will check your right to work in the UK before a job offer is made.



- c) Our legitimate reason for processing your personal data is to enable us to gather data so that we can assess which candidate's skills and experience is the best match with our job role requirements and therefore suitable for employment. We also need to process job application information in order to respond to and defend against legal complaints. We will process your personal data for these legitimate reasons provided that your interests and fundamental rights do not override those interests.
- d) Where we need to protect your interests (or someone else's interests).
- e) Where it is needed in the public interest.

## **6. When will we use your personal data?**

During the application and recruitment process and for a short period after the recruitment process, we will use your personal information for specific purposes:

- To assess your suitability to perform the role
- Interview
- Checking your right to work in the UK

The organisation will not use your data for any purpose other than recruitment purposes.

WHERE YOUR APPLICATION OR INTERVIEW IS UNSUCCESSFUL, WE WILL ASK FOR YOUR WRITTEN CONSENT TO KEEP YOUR PERSONAL DATA ON FILE IN CASE THERE ARE FUTURE EMPLOYMENT OPPORTUNITIES FOR WHICH YOU MAY BE SUITED. YOU ARE NOT OBLIGED TO PROVIDE CONSENT BUT IF CONSENT IS PROVIDED YOU ARE FREE TO WITHDRAW YOUR CONSENT AT ANY TIME.

## **7. What happens if you do not provide us with information?**

We will only ask you to provide information which we believe is necessary for the application and recruitment process. You are under no statutory or contractual obligation to provide data during the recruitment process. However, if you do not provide sufficient information, we may not be able to process your application properly or at all. Also, we may not be able to meet our legal obligations towards you with regard to reasonable adjustments.

## **8. What happens if we need to use your personal data for a new purpose?**

We have indicated above a list of circumstances in which we will use your data. We will usually only use your personal data as indicated. However, if we consider that it is necessary and reasonable to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so.

## **9. How do we use your special categories information?**

Any personal data which reveals your ethnic origin, political opinions, religious and philosophical beliefs, trade union membership, genetic, biometric or health data, sex life and sexual orientations will be regarded as special categories of personal data. We will only use this data in the following ways:

- In order to comply with employment and other laws to ensure that the recruitment process is conducted in a fair and inclusive manner.
- To ensure we meet our health and safety and equality obligations towards you we will use information about your physical or mental health or disability status to make appropriate reasonable adjustments to the recruitment process.
- Where it is needed in the public interest, for example for equal opportunity monitoring and reporting.

There may be circumstances where we need to process this type of information for legal claims or to protect your interests (or someone else's) and you are not able capable of giving your consent or where the relevant information has already been made public. An example of what the list may look like is as follows:

<b>Purpose</b>	<b>Category of personal data</b>	<b>Lawful basis</b>	<b>Additional condition for processing</b>
Equal opportunity monitoring	Race information		

### **10. Do we need your consent to use special categories data?**

If we are using your personal sensitive data in accordance with the lawful purposes set out in this privacy notice, in these circumstances we do not need your written consent to use sensitive personal data.

However, in limited circumstances, we may request your written consent to allow us to process your sensitive personal data. If it becomes necessary to request your consent to process your sensitive personal data, we will provide you with details of the information that we require and why we need it, so that you can decide whether you wish to provide your consent. It is not a condition of applying for the role with us that you must agree to any request for consent. Giving consent will always be a decision made by your free will/choice.

### **11. Criminal convictions**

Given the nature of the role and duties you will perform we will not request and hold information about criminal convictions.

In addition, where applicable we will only request this information if you are successful in your application and where we are legally entitled to do so.

### **12. Automated decision making**

DURING THE APPLICATION AND RECRUITMENT PROCESS WE WILL NOT RELY ON ANY AUTOMATED DECISION MAKING.

### **13. Will we share your personal data with third parties?**

We will not share your data with third parties, unless your application for employment is successful and you accept our offer of employment.

### **14. Which third party service providers will we share your personal data with?**

If that occurs, we may then share your data with:

FORMER EMPLOYERS TO OBTAIN REFERENCES FOR YOU

### **15. Third party service providers and data security**

Third party service providers are only permitted to process your personal data in accordance with our specified instructions. They are also required to take appropriate measures to protect your privacy and personal information. We do not allow your information to be used by the third parties for its own purposes and business activities.

### **16. Will we share your personal data with other entities within our business group?**

Your information will be shared internally for the purposes of the recruitment exercise. This includes:

- MEMBERS OF THE RECRUITMENT TEAM
- INTERVIEWERS INVOLVED IN THE RECRUITMENT PROCESS
- MANAGERS IN THE BUSINESS AREA WITH A VACANCY
- DIRECTORS OF THE COMPANY

### **17. Will we transfer your personal data outside of the UK?**

THE ORGANISATION WILL NOT TRANSFER YOUR DATA OUTSIDE THE UK.

**18. How do we ensure your personal data is secure?**

We take your privacy and protection of data very seriously. Consequently, we have put in place appropriate security measures to prevent unauthorised use of your personal data. Details of the measures which are in place can be obtained from Colin Moore, Director, telephone 07740165248. We will notify you and any applicable regulator of any suspected unauthorised use of your personal data.

**19. How long will we keep your personal data?**

We will retain your personal data for as long as is necessary to fulfil the purposes for which it was collected for.

If your application for employment is unsuccessful, we will hold your data on file for two months after the end of the relevant recruitment process.

IF YOU AGREE WE WILL KEEP YOUR PERSONAL DATA ON FILE, FOR A FURTHER THREE MONTHS FOR CONSIDERATION FOR FUTURE EMPLOYMENT OPPORTUNITIES.

At the end of that period or once you withdraw your consent your data will be deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be available in our data retention policy.

**20. How will we store your data?**

Your data will be stored in a number of different places, including on your application record, in HR management systems and on other IT systems (including email).

**21. Your duty to inform us of any changes**

In order that we can ensure that the personal data we hold in relation to you is accurate, it is important that you keep us informed of any changes to that data.

**22. What rights do you have in respect of how we use your personal data?**

Subject to legal limitations you have the right to:

- **Request access to your data:** You can ask us to provide a copy of the personal data we hold about you.
- **Request corrections to be made to your data:** If you think that your personal data is incomplete, inaccurate you can ask us to correct it.
- **Request erasure of your data:** If you consider there is no lawful basis for us to continue processing your data you can ask for that data to be deleted or removed.
- **Object to the processing of your data:** If our lawful basis for processing your data relates to a legitimate business interest (or third-party interest) you can raise an objection to that interest. You can also object to us using your information for direct marketing purposes.
- **Request that processing restrictions be put in place:** If you believe that your information is being processed without a lawful reason or that the information is incorrect you can request that a freeze/restricting is placed on the processing of the information until your concerns are addressed.
- **Request a transfer of your personal data:** You can ask us to transfer your personal data to a third party.

If you wish to exercise any of the above rights please contact Colin Moore, Director, Legal & Governance, telephone 07740165248.

**23. Will I have to pay a fee?**

You will not be expected to pay a fee to obtain your personal data unless we consider that your request for access to data is unfounded or excessive. In these circumstances we may charge you a reasonable fee or refuse to comply with your request. We may also charge a reasonable fee where we have supplied a copy of your personal data and you then request another copy of the same information.

**24. Before we comply with your request**

Whenever you make a request for access to personal data, to ensure that we are releasing personal data to the correct person we may ask questions to confirm your identity.

**25. Right to withdraw your consent**

If we have asked for your written consent to obtain information, you have the right to withdraw your consent at any time. To withdraw your consent please contact Colion Moore, Director, telephone 07740165248. Once we receive your notice of withdrawal we will cease processing your data unless we have any other lawful basis on which to continue processing that data.

**26. Who is responsible for ensuring that rights and obligations under this privacy notice are met?**

We have appointed the Director, Legal & Governance, to ensure that your personal information is handled in accordance with this privacy notice, the data protection laws and any changes that might be made to those laws. If you have any concerns or complaint relating to how we process your personal data you are entitled to contact the Information Commissioner’s Office. This office oversees all UK data protection issues.

**27. Important information about this privacy notice**

This notice does not form part of any contract of employment or any other contract to provide services. We reserve the right to amend or update this privacy notice at any time. We will provide you with a new notice when we make any substantive updates.

**28. How to make a complaint**

To exercise all relevant rights, queries or complaints please in the first instance contact our Director, Legal & Governance, telephone 07740165248. If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

I acknowledge that on (date) ....., I received a copy of Tyne Valley Community Rail Partnership Privacy Notice for job applicants and that I have read and understood it.

**Printed Name of job applicant**

**Signature**

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