



PORTAVADIE PEOPLE

We recognise that people are the lifeblood of our business and we are committed to investing in your career development, progression opportunities and a great working environment, including top-of-the-range staff accommodation and benefits packages, including Club Fyne our crew hub for social calendar events and activities.

Being part of the crew at Portavadie, Loch Fyne, is something quite special. The best in the business work here and we are always on the lookout for more like-minded people to join us. Do you have what it takes? Are you a food fanatic, mad about the outdoor life or love meeting new people? From chefs to receptionists, spa therapists to divisional managers, our crew members are dedicated to providing outstanding hospitality and first-class guest experiences.



Whilst we are all unique we all share the same core values.
Portavadie People all have :

PRIDE

you have it

PASSION

you show it

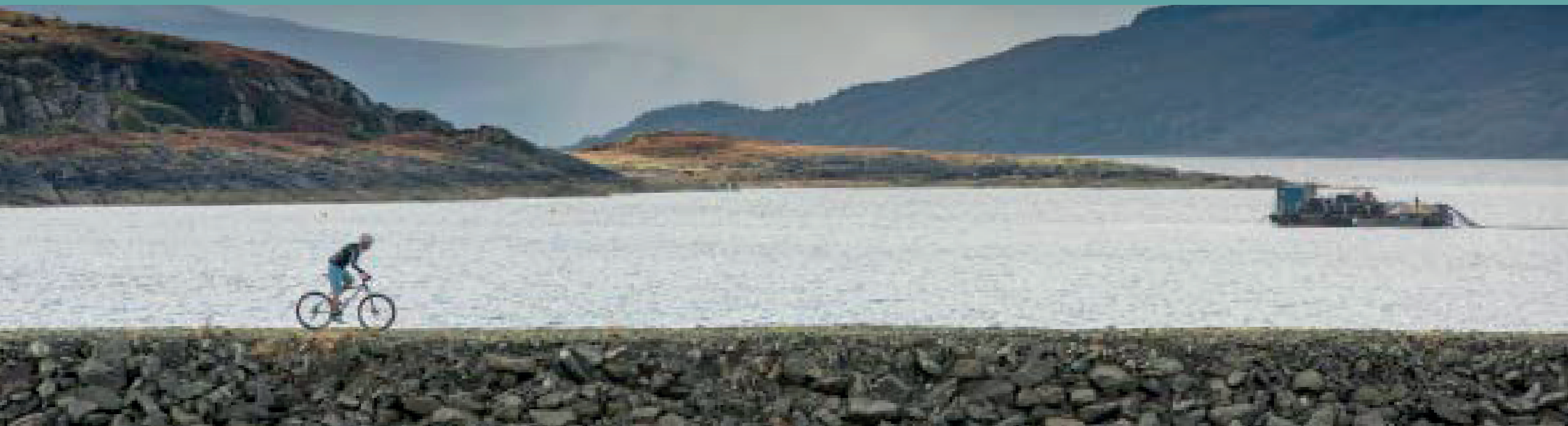
CONFIDENCE

we build it

So what's a career at Portavadie going to offer you?

Here's the exciting, fun and rewarding journey available for those that want to grow and develop with us.

It all adds up to an exciting package and an investment in you, enabling you to grow a successful career with us.



Crew Member

Supervisor

Assistant Manager

Department Manager

Divisional Manager

ALL CREW MEMBERS / NEW STARTS

Who?	Module	
All New Starters (Mandatory)	Portavadie Welcome Overview: to welcome you to Portavadie and settle you into your new environment.	
	Departmental Induction Overview: to allow you to get to know your manager and fellow crew and to help you find your way around the department.	On-job Role Specific Training Overview: to give you the skills to carry out the tasks required of your role.
	“Portavadie People” Workshop Overview: to integrate you into our values and culture, empowering you to deliver first class service to our guests.	
Entry Level Crew Positions (Depending on Role)	<ul style="list-style-type: none">- Fire Training- Food Hygiene- First Aid- Liquor Licensing (Staff level)	<ul style="list-style-type: none">- Pool Plant Operator- Life-guard training- Spa therapist courses

CREW MEMBER TO SUPERVISOR - 1

Who?	Module	Content
Supervisory Roles or those aspiring to become Supervisors Graduates / Interns (Dependant on Level)	Stepping Up Overview: tackling some of the challenges of supervising others and giving you the confidence to shine in your role.	<ul style="list-style-type: none">- The role of a supervisor- Bridging the gaps in the journey from crew member to supervisor- Establishing boundaries- Delegating to former peers- Separating personal and professional relationships- Communicating at different levels- Determining when to be supportive and when to be directive
	Empowerment Overview: helping you to empower your crew members to become departmental entrepreneurs.	<ul style="list-style-type: none">- What is empowerment?- What is your reality?- Experiencing empowerment (creatively!)- Steps to achieve empowerment- What would this look like in Portavadie?- Benefits of getting it right- Strategies for achieving empowerment
	Training & Development Overview: to understand your role in training and developing crew members to excel in their roles.	<ul style="list-style-type: none">- The learning organisation- The learning cycle- Identifying training needs- Selecting appropriate methods of development- Coaching Skills- Evaluating training and development- Tools to help us excel

CREW MEMBER TO SUPERVISOR - 2

Who?	Module	Content
Supervisory Roles or those aspiring to become Supervisors Graduates / Interns (Dependant on Level)	Train the Trainer Overview: to enable you to be a departmental trainer, delivering one to one training on practical tasks.	<ul style="list-style-type: none"> - Understanding personalities - pre-course learning styles questionnaire - Departmental Training Needs - The Trainer's Role - Structuring a learning event - Developing Trainer Skills - Measuring success
	Healthy Working Minds Overview: to provide broad awareness of mental health conditions and how to identify and assist in supporting others in the work environment.	<ul style="list-style-type: none"> - Definition of and attitudes to mental health - Common mental health problems - Benefits of a healthy workplace - Stress in the workplace - The Equality Act 2010 - Your role in promoting a mentally healthy workplace
	Personal Licence Holder Qualification Overview: to enable you to understand alcohol licensing law in Scotland and apply to be a Personal Licence Holder supervising and authorising the sale of alcohol.	<ul style="list-style-type: none"> - Overview of the licensing function - Key roles of stakeholders - Licenses and operating conditions - Protection of children from harm - Training your team - Associated laws - Alcohol - Illegal drugs - Social responsibility

≡ ASSISTANT MANAGER TO OUTLET / DEPARTMENTAL MANAGER

Who?	Module	Content
Assistant Departmental Manager and Departmental Managers Graduates / Interns (Dependant on Level)	Recruitment and Retention Overview: to help you recruit and retain the best fit crew members.	<ul style="list-style-type: none"> - Planning for vacancies - Selection methods - Interviewing skills - Legalities - Succession planning
	Managing for Performance Overview: to provide you with a toolkit to achieve optimum performance from your crew members.	<ul style="list-style-type: none"> - Setting goals - Reviews - Having difficult conversations - Reward and recognition - Getting best from an individual
	Leading a Team Overview: learn how to improve your management skills and lead your team effectively.	<ul style="list-style-type: none"> - Leadership - Emotional intelligence - Presenting well at meetings - Managing different personalities
	HR for a Non-HR Manager Overview: to give you an understanding and tools to manage your team without breaking any employment laws.	<ul style="list-style-type: none"> - Understanding legalities - Dignity at work - Discipline and Grievance - Absence management - Intermediate food hygiene (Food and Beverage Specific)

≡ OUTLET/DEPARTMENTAL MANAGER - DIVISIONAL OR MULTI DEPARTMENT RESPONSIBILITY

Movement from Outlet Manager / Departmental Manager to Divisional or Multi Department Responsibility qualifying service, minimum 18 months.

Participation in Advanced Leadership Program.



All career progression is subject to suitable roles being available and of course candidates being successful in the recruitment process.

Training will vary, dependant on demand and business levels.



For more information
on your career pathway
and current opportunities
please email
careers@portavadie.com

