

JOB DESCRIPTION

Cafe Assistants

Contract: Fixed Term until 31 March 2022

Hours: Varied – approximately 8 to 16 hours per week

Based at: The Nature Discovery Centre, Thatcham

Salary Band: A

BACKGROUND

The Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (also known as BBOWT) was formed in 1959 and has a vision of an environment rich in wildlife for everyone, valued by all. We aim to lead the way to nature's recovery through innovative land management, and connect people with nature to improve their wellbeing. We work in partnership and through collaborative projects with local communities, businesses, land owners and local authorities. In the three counties BBOWT owns or manages over 80 nature reserves covering 2,500 hectares. We have more than 50,000 members, employ over 100 professional staff, and have active support from more than 1,350 volunteers. Each year around 12,000 schoolchildren visit our education centres. BBOWT has an annual turnover of over £6 million and receives income from membership subscriptions, grants and donations. BBOWT is one of 46 Wildlife Trusts working across the UK, each is a corporate member of the Royal Society of Wildlife Trusts.

Our mission – To create a Living Landscape across our towns, cities and countryside and inspire our communities to act for nature.

Our aim – To lead the way for nature's recovery and connect people with nature, so that:

- Our soil and water resources are managed to create functioning ecosystems and wildlife-rich places.
- Local communities, decision-makers, landowners and business work with and for nature.
- People recognise their dependence upon nature and its value to their mental and physical wellbeing.

JOB PURPOSE

To assist in the daily running of the busy Lakeside Café at the Nature Discovery Centre and provide an exceptional level of customer service

REPORTING LINE

Reports directly to Café Manager

STAFF MANAGEMENT

This post has no line reports

BUDGETARY RESPONSIBILITIES

This post has no budgetary responsibilities

KEY RESPONSIBILITIES

- Assist in maintaining a high standard of cleanliness in the café and kitchen areas, ensuring compliance with health, safety and hygiene guidelines
- Promote an excellent level of customer service to ensure that visitors receive a valued experience at NDC
- Welcome and serve customers
- Food preparation as part of the daily menu and function hospitality
- Assist with stock rotation and reduction of waste in the café
- Assist in creating a seasonal menu for the Lakeside Café in order to promote income and maximise profit
- Assist with stock ordering and quarterly stock take
- Cash up at the end of the day
- To act as the public face of BBOWT and promote a positive image of the Trust to all visitors
- Adhere to all Trust policies, procedures and systems
- To represent the Trust in a professional manner and to act at all times in a manner which will not damage its reputation
- To engender a culture of membership recruitment within the team
- To ensure that all health and safety obligations are met in all aspects of the role
- Any other duties as delegated by the line manager, Head of Department or Chief Executive

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and experience of food safety management	✓	
Experience of working in a busy customer focused environment	✓	
Experience of cash handling and reconciliation	✓	
Welcoming, approachable and confident in dealing with public in difficult or very busy situations	✓	
A practical, 'can-do' attitude and willingness to 'get stuck in'	✓	
Emergency First Aid certification	✓*	
Food Safety certification	✓*	
Defibrillator certification	✓*	
Evacuation Chair certification	✓*	
Proficient IT user (MS Word, Outlook, Excel and the internet)	✓	
An existing interest in wildlife, or a desire to learn		✓
Excellent organisational skills, ability to work under pressure and to meet deadlines	✓	
Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion	✓	
Ability to deal with the public, Trust members and volunteers in a friendly and professional manner in a variety of situations	✓	
Willingness to work regular weekends and occasional Bank Holidays	✓	

✓* Means that the certification must be achieved once appointed in post (if not already qualified). In these instances, the candidate appointed will receive appropriate training and two opportunities to pass assessments to ensure that they do meet the criteria. The training and assessments will take place within the probationary period or a longer period if agreed by the Trust. A consistent failure to achieve an adequate standard in tests for 'essential' skills is likely to mean that the employment will be terminated.

MEASUREMENTS OF SUCCESS

- Low wastage and good stock management
- Till balances and cash handling
- Visitor satisfaction surveys
- Compliance with food safety and site risk assessment