

JOB DESCRIPTION

Café Assistant

Hours of work: 35 hours per week

Type of contract: Permanent

Based at: College Lake Nature Reserve, Tring

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.

Situated just outside Tring, College Lake is a thriving nature reserve that supports more than 1,000 different wildlife species. Our visitor centre has stunning views across the lake which is known as one of the best places in Buckinghamshire for water birds.

JOB PURPOSE

To assist in the daily running of the busy College Lake Café – preparing and serving food and beverages while providing an exceptional level of customer service.

REPORTING LINE

Reports directly to the Café Supervisor.

STAFF MANAGEMENT

This post has no line reports.

BUDGETARY RESPONSIBILITIES

This post has no budgetary responsibilities.

KEY RESPONSIBILITIES

- Food Preparation including baking as part of the daily menu and function hospitality – prepping food for the day ahead, baking cakes and items sold in our café
- Welcome and serve customers
- Assisting with stock rotation and waste reduction in the café
- Assisting with the creation of a seasonal menu for the Badger Café in order to promote income and maximise profit
- Assisting with stock ordering and quarterly stock take
- 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 College Lake
- To act as the public face of BBOWT and promote a positive image of the Trust to all visitors
- Cash handling including cashing up at the end of the day
- To work one in two weekends and a proportion of Bank Holidays
- To provide Duty Manager cover one weekend a month and in an emergency to cover sickness etc
- 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 ensure that all health and safety obligations are met in all aspects of the role
- To engender a culture of membership recruitment within the team
- Any other duties as delegated by the line manager, Head of Department or Chief Executive.

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and experience of food hygiene practises	✓	
Experience of baking and creating a seasonal menu including cake baking and prepping menu items for the day ahead	✓	
Experience of working in a busy customer focused environment	✓	
Experience of cash handling including cashing up	✓	
Welcoming and 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	✓*	
Excellent organisational skills, ability to work under pressure and to meet deadlines	✓	
Able to undertake and calculate stock orders	✓	
Flexible attitude to working and able to work one in two weekend	✓	
Ability and willingness to demonstrate the BBOWT values of Integrity; Respecting Others; Personal Responsibility; Team Work; and Learning Culture	✓	

✓* means that the certification must be achieved within 6 months of being 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 six month 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

- Maintain the current Food Hygiene Rating
- Positive feedback from visitors
- Ensure low wastage and good stock management
- Accurate till reconciliation
- Compliance with food safety and site risk assessment