

JOB DESCRIPTION

Part time Café Assistant

Hours of work: 17 hours a week
Type of contract: Permanent
Based at: College Lake Café
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 Badger Café at College Lake and provide an exceptional level of customer service

REPORTING LINE

Reports directly to College Lake Café Supervisor

STAFF MANAGEMENT

This post has no direct 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 and safety and hygiene guidelines
- Provide an excellent level of customer service to ensure that visitors receive a valued experience at College Lake.
- Welcome and Serve customers
- Operation of the till, including opening and closing cash procedures
- Food Preparation as part of the daily menu and function hospitality
- Assist with stock rotation and reduction of waste in the café
- To act as the public face of BBOWT and promote a positive image of 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 ensure that all health and safety obligations are met in all aspects of the role To provide regular reports as required
- 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 safety management | ✓ | |
| Experience of working in a busy customer focused environment | ✓ | |
| Experience of cash handling and reconciliation | | ✓ |
| Welcoming and approachable and confident in dealing with the public in a difficult or very busy situation | ✓ | |
| A practical can do attitude and willingness to 'get stuck in' | ✓ | |
| Health and Hygiene Certified * | ✓ | |
| First Aid Trained * | ✓ | |
| Excellent organisational skills, ability to work under pressure | ✓ | |
| Ability to deal with the public, trust members and volunteers in a friendly and professional manner | ✓ | |
| To work weekends and bank holidays | ✓ | |
| Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion | ✓ | |

✓* 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

- Excellent Feedback from Visitors
- Minimal Wastage
- Excellent practice of Health and Hygiene