# Berkshire Buckinghamshire & Oxfordshire Wildlife Trust

#### **Job Description**

#### Café Assistant

### **Job Purpose**

To assist in the daily running of our busy Café at our Visitor Centre, providing an exceptional level of customer service.

#### **Reporting Line**

The post holder reports to the Café Supervisor

# **Line Management**

This post has no line reports

## **Key Responsibilities**

To assist in the running of our busy Café at our Visitor Centre.

- Ensuring the cafe and visitor seating area is kept clean
- Providing an excellent level of customer service
- Food and drink preparation, including cooking a basic menu and baking
- Assisting with stock rotation and reducing waste
- Cash handling and using a till
- Promoting a positive image of the organisation to all visitors
- Following all policies, procedures and health and safety requirements
- Any other tasks as requested by the Café Supervisor or Visitor Operations Manager

#### **Person Specification**

- To be welcoming, approachable and confident in dealing with people
- Ability to use initiative
- Excellent organisational skills
- Ability to work under pressure
- Good team player
- Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion
- Ability to undertake Food Safety certification and Allergy Awareness Training\*

<sup>\*</sup>Training will be given to pass these courses within a month of starting. Failure to achieve the standard required in these tests may result in your contract being ended.



## **Measurements Of Success**

- Capable in all cafe tasks
  Compliance with food safety and cafe procedures
  Seen as a valued member of the team