

Job Description

Café Assistant

Contract: Fixed Term until 30 September 2026

Hours: 10 hours per week (£6,609.20 pro rata per annum)

Typically worked as 2 days per week (which may include weekday, weekend, and bank holiday working), in accordance with the requirements of the Café rota. Availability is needed for shifts between 9.00am and 4.30pm.

Additional zero hours work may also be available to cover sickness and holidays.

Based: Nature Discovery Centre, Thatcham, Newbury, Berkshire

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 Manager

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 Manager 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*

*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