

## **Job Description**

### **Café Assistant**

**Contract:** Zero hours

**Hours:** Zero hours contract to provide extra cover during busy periods, sickness, and annual leave. Hours are worked in accordance with the needs of the fortnightly Café Rota. Shifts will be on weekdays, weekends and occasional bank holidays.

**Based:** Nature Discovery Centre, Thatcham, 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