

JOB DESCRIPTION

POST: Seasonal Reserve and Cafe Assistant

PRESENT POST HOLDER:

DATE: June 2020

PREPARED BY: KH & NM

OVERALL PURPOSE OF JOB:

To perform a dual role of general reserve management tasks and assisting within the visitor centre and café during peak daily periods including the preparation and serving of food and beverages, washing up, clearing and cleaning the café, kitchen and associated areas.

REPORTING TO:

Holme Warden and Café Supervisor

REPORTING TO POST HOLDER:

OTHER WORKING RELATIONSHIPS:

Within the organisation:

Will work closely with and under the direction of the Holme Warden, Cafe Supervisor and in their absence the Senior Café Assistant; with Holme Visitor Centre staff, reserve field staff, HQ staff and centre volunteers

Outside the organisation:

Visiting Members and Non-Members

MAIN DUTIES:

(The percentage weighting of duties is roughly a 50 / 50 split)

1. Working closely with the Holme Dunes Reserve Warden and the Café Supervisor carry out reserve tasks and Café / Visitor Centre tasks as directed.

Café and Visitor Centre

2. Basic preparation of food and beverages as required to a high standard complying with all relevant food hygiene regulations.
3. General kitchen and café area duties to include clearing, cleaning and setting up of tables, cleaning of the kitchen it's surrounds, equipment and washing up.

4. Provide a friendly, professional and high standard of service to visitors to the café and provide product knowledge of the food served to meet customer expectations.
5. Assist in the handling of the fresh and dry stock, keeping wastage to a minimum
6. Handle cash in a proper manner as required.
7. Maintain a high standard of personal cleanliness and appearance at all times.

Reserve Management

8. Assist with conservation management on Holme Dunes National Nature Reserve regularly involving
 - Practical habitat and wildlife conservation tasks
 - Patrolling
 - Maintenance of buildings and infrastructure;
 - Use of machinery such as mowers, brushcutters, UTVs and hand tools
 - Livestock husbandry

General

9. Be prepared to gain knowledge and understanding of all relevant Food Hygiene Regulations and associated guidelines.
10. Work in accordance with the Trust's Health and Safety policy and contribute to the maintenance of a healthy and safe working environment.
11. Maintain an up to date knowledge and understanding of all the Trust's Policies and procedures including Health and Safety and any other associated guidelines and procedures.
12. Undertake ad hoc duties and tasks as required including help in the visitor centre reception desk and with retail activities.

PERSONAL ATTRIBUTES:

- Able to communicate in an effective and friendly manner with visitors, volunteers and staff.
- A Food Hygiene Certificate is desirable but not essential.
- Some experience of and/or an aptitude for working in a customer-service based environment.
- Able to become fully conversant with various items of kitchen equipment and operate them safely and efficiently
- Able to work in a team and under supervision to maintain and meet customer and NWT expectations.

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- Able and willing to follow instructions.
 - A good timekeeper.
 - Good literacy and numeracy skills.
 - Able to develop and maintain a good knowledge of NWT Holme Dunes, habitat management and wildlife.
 - A general knowledge of wider ecology and natural history.
 - Willing to undertake training as required.
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LIMITS OF AUTHORITY

- Handle Money

CONDITIONS OF SERVICE

See Contract of Employment.

RISKS ASSOCIATED WITH THIS POST

See individual risk assessment.

Norfolk Wildlife Trust
June 2020