



NORFOLK WILDLIFE TRUST Holme Dunes Visitor Centre

RESERVE AND CAFE ASSISTANT (RCA)

Norfolk Wildlife Trust owns and manages a diverse range of sites across Norfolk including the Trust's nature reserves (around 50), 5 visitor centres and HQ at Bewick House in Norwich. The trust has more than 70 staff as well as 500 volunteers working across the organisation.

The RCA will be based at Holme Dunes National Nature Reserve and the café within the Visitor Centre. Norfolk Wildlife Trust has Visitor Centres situated on its nature reserves at Cley Marshes, Hickling Broad NNR, Holme Dunes NNR, Ranworth Broad, and Weeting Heath NNR.

NWT has an excellent reputation not least for the way in which it manages the Holme Dunes Nature Reserve, attracting a broad spectrum of visitors from across the UK and beyond; specialist naturalists, serious and casual bird watchers to tourists, day trippers and those simply wanting to enjoy the breath taking scenery and wildlife to be found in North Norfolk.

During the morning and afternoon, the RCA will work under the direction of the Holme Dunes Warden carrying out reserve management tasks including patrolling, vegetation management, livestock management and provision of advice to visitors.

The ability to develop a good understanding of Holme's habitats and wildlife will be a major advantage in this post.

The RCA will carry out duties within the café at peak times of the day, typically (11am to 2pm) and work on the nature reserve outside of this period (9am to 11am and 2.30pm to 5pm).

Whilst working in the café, the RCA will use all best endeavours in the delivery of a quality service to a high standard in a warm and friendly way.

The RCA will be expected to ensure that the café, food preparation and display areas remain clean, tidy and safe at all times and that the brand of the NWT is maintained in all aspects. Proper handling of cash and excellent customer service at all times is essential.

Whilst working in the café the RCA will be responsible for the preparation, presentation and service of soup, sandwiches, snacks and beverages using ingredients and products from local sources and aiming to achieve a very high standard at all times.

The RCA will work closely together with the Café staff, Visitor Centre staff, volunteers and the Reserve Warden and reserve staff. It is therefore essential that a good working relationship is maintained with all colleagues.

The successful candidate will be expected to hold or train and achieve a Food Hygiene Certificate.

A detailed job description is attached for information and to assist you with your application.

In return for this important and highly rewarding role, NWT will offer an hourly rate of £8.95

There are two roles a 5 day (37.5 hours) post and a 3 day (22.5 hours) post one of the days worked must be Saturday or Sunday. The other days will be agreed in advance with the Café Supervisor / Holme Dunes Warden.

The period of employment for this seasonal post will be from 20th July until 20th September 2020.

2. Application Procedure

Candidates should apply by sending a copy of their CV, giving full details of education, employment history, including dates and outlining relevant experience. Please also supply details of two referees. You should also include a statement of application (maximum 1000 words) outlining why you consider yourself suitable for the post and what particular experience, skills and attributes you have which will enable you to fulfil the requirements of the job. It would help the selection panel if you refer to the duties and requirements of the job description enclosed in framing your statement.

Completed applications should be marked 'Private and Confidential' and sent to Job Applications, Norfolk Wildlife Trust, Bewick House, 22 Thorpe Road, Norwich, NR1 1RY or e-mailed to recruitment@norfolkwildlifetrust.org.uk .

The closing date is 13th July 2020 at 12.00 pm

Interviews will take place on 16th July 2020(via Zoom)

The successful candidate will be expected to provide proof of eligibility to work in the UK at the time of accepting the offer of employment.

We regret that we are unable to provide feedback from the application stage and if you have not heard from us by 31st July 2020 you should assume your application has not been successful on this occasion.

Thank you for your interest in this post and the work of the Trust. We wish you every success with your application.

Norfolk Wildlife Trust
June 2020