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| Job Title: | Café Assistant (minimum 16 years of age) |
| Department: | Commercial |
| Responsible to: | Catering Supervisor/Catering and Commercial Manager |
| Responsible for: | n/a |
| Salary: | National Minimum Wage |
| Hours: | Weekdays with availability on weekends and school holidays |
| Permanent/Fixed Term/Sessional: | Zero Hours/Sessional contract |

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| **Background information (job title)**  Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 46 county Wildlife Trusts throughout the UK and are supported by over 19,000 members.  In addition, we have the trading company which looks after the trading side of our business. This includes cafés at The Wolseley Centre and Westport Lake Visitor Centre, charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.  The Trust owns or manages 43 nature reserves covering an area of over 1947 hectares. Our 140 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into four departments: Conservation Delivery, Engagement, Activism & Marketing, Finance, Fundraising & Resources, HR & Support Services. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers and administration.  In addition, we have a Commercial department under our trading company which looks after retail and cafes. This includes our cafés at The Wolseley Centre and Westport Lake Visitor Centre. We have charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.  We are welcoming. One of the core values of Staffordshire Wildlife Trust is that we nurture a culture of equality, inclusivity and diversity. We are welcoming to those underrepresented in our communities and we strive to listen, learn and share from each other.  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies> Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Job Purpose: |
| To deliver a high quality food and drink service for our busy café at the Wolseley Centre Kingfisher Café and deliver great customer service to a diverse range of customers. |

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| Responsibilities: |
| **Front of House & General responsibilities**   1. Ensure that a high standard of customer service is delivered, through face to face communications. Duties will include working front counter, taking food orders, dealing with customer queries. Working a barista coffee machine and ensuring the customer seating areas are ready and suitable for customers at all times. 2. To operate an EPOS till and cash handling procedures. 3. Help ensure a high standard of cleanliness and hygiene are maintained throughout the café, kitchen, visitor areas, washrooms etc. 4. Help promote departmental promotions and maximise revenue through special offers and up-selling. 5. Assist visitors to the centre with information about Staffordshire Wildlife Trust, Family Activities and information about the site. 6. Comply with the Trust’s Health & Safety policy, especially in regards to COSHH, accident reporting, risk assessments and fire procedures.   **Kitchen Area**   1. Assisting in the preparation of all menu items and working during service to cook menu items to order where necessary. 2. To assist in preparation of sandwiches/paninis etc. along with general kitchen duties. 3. To be part of a kitchen team of assistants, including basic food preparation, cleaning and dishwashing. 4. To help support the Catering Manager in maintaining a quality, safe and well-run kitchen. 5. To help ensure all food safety, customer care and hygiene standards are adhered to and relevant checklists completed. Ensure high standards of cleanliness are maintained within the facility. 6. To understand the importance of stock control and minimising costs through correct storage, rotation and level of stock   In order for the organisation to work effectively, you may be required to work unsocial hours including evening, weekend and bank holidays or assist with other areas of work and therefore you should be prepared to undertake extra duties, appropriate to the post, as delegated by your line manager. All staff are required to abide by organisational policies and procedures. |

Person Specification Job Title: Café Assistant (dual)

| Criteria | Essential | Desirable | Assessment Method \* |
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| **Qualifications** | | | |
| Level 2 Food Hygiene & Safety |  | x | AF/QC |
| E**xperience** | | | |
| Some experience within a food and drink retail outlet, including till work |  | x | AF/I |
| Some experience of working to high food safety standards |  | x | AF/I |
| Some experience of dealing with customer queries and complaints |  | x | AF/I |
| **Skills/knowledge** | | | |
| Some knowledge of retail practices and procedures |  | x | AF/I |
| Effective communication skills |  | x | AF/I |
| Good numeracy and literacy skills |  | x | AF/I |
| The ability to work well under pressure |  | x | AF/I |
| A systematic, methodical approach to work and the ability to prioritise |  | x | AF/I |
| **Abilities** | | | |
| A friendly, professional personality | x |  | I |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential | x |  | AF/I |
| Role involves some manual handling such as carrying items from store room to kitchen | x |  | AF/I |

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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation