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| **1. JOB DESCRIPTION** |

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| **IDENTIFICATION OF JOB** | | |
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| **Job Title** | **:** | * Catering Assistant |
| **Group/Team** | **:** | * Trading Team (Catering) |
| **Working Base** | **:** | * Idle Valley Rural Learning Centre |
| **Responsible to** | **:** | * Catering Shift Leader |
| **Responsible for** | **:** | * No responsibility for the work of others |
| **Overall Purpose of Job** | **:** | * To provide excellent service to customers and conference delegates. To prepare and deliver food and beverages to a very high standard.  To ensure a high standard of cleanliness of catering areas, equipment and materials. |
| **Main Responsibilities** | **:** | * Preparation and delivery of food and beverages as required to a high standard, complying with all relevant food hygiene regulations. * General kitchen and café area duties to include clearing, cleaning and setting up of tables, cleaning of the kitchen and associated areas, equipment and washing up. * Acceptance and processing of deliveries as directed by the Shift Leader, Catering Team Leader or Managers of Trading. * Provide a friendly, professional quality service to centre visitors and support conferencing and event delegates to positively represent Nottinghamshire Wildlife Trust Trading Ltd. |

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| **2. JOB SPECIFICATION** |

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| **Line Management and Supervision** | **:** | * No line management or supervisory responsibilities. |
| **Responsibility, Budgets and Other Resources** | **:** | * Responsible for the safe storage, handling, preparation and delivery of food and beverages in accordance with current food hygiene regulations. * Responsible for the safe use of catering equipment and materials. * Handling of cash and card transactions. |
| **Work Complexity** | **:** | * Accurate use of till systems, including cash and card payment handling. * Dealing with routine customer queries, such as menu availability and allergen information. * Keeping accurate daily records (e.g. food wastage log). |
| **Decision Making, Creativity and Innovation** | **:** | * Using judgement to determine what needs to be done during busy times. * Daily responsibilities as directed by the Catering Manager, Catering Supervisor or Managers of Trading. |
| **People, Contacts and Representation** | **:** | * Significant interaction with members of the public and centre visitors. * Positive representation of Nottinghamshire Wildlife Trust Trading Ltd to centre visitors and conference delegates, including contact with senior members of staff from external organisations. |
| **Working Conditions** | **:** | * Part-Time * Permanent * This role is based at Idle Valley Rural Learning Centre. Occasional travel to other sites may be required. * Regular weekend (Saturday and Sunday)/bank holiday working, and occasional evening work may be required. |

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| **3. PERSON SPECIFICATION** |

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| **Job Title** | **:** | **Catering Assistant** |
| **Team** | **:** | **Trading Team (Catering)** |
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| **Experience** | **:** | * Experience of working in a similar position within the visitor attraction, tourism or leisure sectors (D) * Experience of working in a customer facing environment (D) * Experience of cash and card payment handling (D) |
| **Competence, Knowledge & Skills** | **:** | * A good understanding of customer service (E) * Good communication skills. Able to communicate in an effective and friendly manner with visitors, volunteers and staff (E) * Able to work in an organised fashion in a busy environment (E) * An understanding of food safety and hygiene (E) * Knowledge of food and beverage preparation (D) * Current Food Hygiene Level 2 Certificate (D) |
| **Personal Qualities** | **:** | * Able to work as part of a team or individually * Kind and pleasant demeanour * Decisive * Exceptional use of common sense * Hard work ethic * Self-motivated and enthusiastic * Flexible and adaptable approach to work * Willingness to adopt a flexible working pattern to reflect the 7 day per week operation of the business. |

Key: Desirable or Essential