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| **1. JOB DESCRIPTION** |

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| **IDENTIFICATION OF JOB** |
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| **Job Title** | **:** | * Catering Assistant
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| **Group/Team** | **:** | * Trading Team (Catering)
 |
| **Working Base** | **:** | * Idle Valley Rural Learning Centre
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| **Responsible to** | **:** | * Catering Shift Leader
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| **Responsible for** | **:** | * No responsibility for the work of others
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| **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.
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| **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.
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| **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.
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| **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).
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| **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.
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| **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.
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| **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)
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| **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)
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| **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.
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Key: Desirable or Essential