

1. JOB DESCRIPTION

IDENTIFICATION OF JOB

Job Title	:	<ul style="list-style-type: none"> Retail and Catering Assistant
Group/Team	:	<ul style="list-style-type: none"> Trading Team (Catering)
Working Base	:	<ul style="list-style-type: none"> Attenborough Nature Centre
Responsible to	:	<ul style="list-style-type: none"> Catering Manager/ Team Leader/Shift leader
Responsible for	:	<ul style="list-style-type: none"> No responsibility for the work of others
Overall Purpose of Job	:	<ul style="list-style-type: none"> 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. To assist in the administration of the retail shop as directed by the Catering and Retail Manager.
Main Responsibilities	:	<ul style="list-style-type: none"> 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. General retail shelf fill and pricing of stock.

2. JOB SPECIFICATION

Line Management and Supervision	:	<ul style="list-style-type: none">• No line management or supervisory responsibilities.
Responsibility, Budgets and Other Resources	:	<ul style="list-style-type: none">• 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	:	<ul style="list-style-type: none">• 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	:	<ul style="list-style-type: none">• 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	:	<ul style="list-style-type: none">• 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	:	<ul style="list-style-type: none">• Part-Time• Permanent• This role is based at Attenborough Nature Centre. Occasional travel to other sites may be required.

- Regular weekend (Saturday and Sunday)/bank holiday working, and occasional evening work may be required.

3. PERSON SPECIFICATION

Job Title	:	Catering and Retail Assistant
Team	:	Trading Team (Catering)

- 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