

# 1. JOB DESCRIPTION

## IDENTIFICATION OF JOB

<b>Job Title</b>	:	<ul style="list-style-type: none"> <li>Casual Retail and Catering Assistant</li> </ul>
<b>Group/Team</b>	:	<ul style="list-style-type: none"> <li>Trading Team (Catering)</li> </ul>
<b>Working Base</b>	:	<ul style="list-style-type: none"> <li>Attenborough Nature Centre</li> </ul>
<b>Responsible to</b>	:	<ul style="list-style-type: none"> <li>Retail &amp; Catering Manager and Catering Shift Leader</li> </ul>
<b>Responsible for</b>	:	<ul style="list-style-type: none"> <li>No responsibility for the work of others</li> </ul>
<b>Overall Purpose of Job</b>	:	<ul style="list-style-type: none"> <li>To provide excellent service to customers and conference delegates. To prepare and deliver food and beverages to a very high standard.</li> <li>To ensure a high standard of cleanliness of catering areas, equipment and materials.</li> <li>To assist in the administration of the retail shop as directed by the Retail and Catering Manager.</li> </ul>
<b>Main Responsibilities</b>	:	<ul style="list-style-type: none"> <li>Preparation and delivery of food and beverages as required to a high standard, complying with all relevant food hygiene regulations.</li> <li>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.</li> <li>Acceptance and processing of deliveries as directed by the Shift Leader, Catering Team Leader or Managers of Trading.</li> <li>Provide a friendly, professional quality service to centre visitors and support conferencing and event delegates to positively represent Nottinghamshire Wildlife Trust Trading Ltd.</li> <li>General retail shelf fill and pricing of stock.</li> </ul>

## 2. JOB SPECIFICATION

<b>Line Management and Supervision</b>	:	<ul style="list-style-type: none"><li>• No line management or supervisory responsibilities.</li></ul>
<b>Responsibility, Budgets and Other Resources</b>	:	<ul style="list-style-type: none"><li>• Responsible for the safe storage, handling, preparation and delivery of food and beverages in accordance with current food hygiene regulations.</li><li>• Responsible for the safe use of catering equipment and materials.</li><li>• Handling of cash and card transactions.</li></ul>
<b>Work Complexity</b>	:	<ul style="list-style-type: none"><li>• Accurate use of till systems, including cash and card payment handling.</li><li>• Dealing with routine customer queries, such as menu availability and allergen information.</li><li>• Keeping accurate daily records (e.g. food wastage log).</li></ul>
<b>Decision Making, Creativity and Innovation</b>	:	<ul style="list-style-type: none"><li>• Using judgement to determine what needs to be done during busy times.</li><li>• Daily responsibilities as directed by the Catering Manager, Catering Supervisor or Managers of Trading.</li></ul>
<b>People, Contacts and Representation</b>	:	<ul style="list-style-type: none"><li>• Significant interaction with members of the public and centre visitors.</li><li>• Positive representation of Nottinghamshire Wildlife Trust Trading Ltd to centre visitors and conference delegates, including contact with senior members of staff from external organisations.</li></ul>
<b>Working Conditions</b>	:	<ul style="list-style-type: none"><li>• This is a casual, zero hour contract.</li><li>• This role is based at Attenborough Nature Centre. Occasional travel to other sites may be required.</li><li>• Regular weekend (Saturday and Sunday)/bank holiday working, and occasional evening work will be required.</li><li>• This role is subject to a Basic DBS Check</li></ul>

### 3. PERSON SPECIFICATION

<b>Job Title</b>	:	<b>Casual Retail and Catering Assistant</b>
<b>Team</b>	:	<b>Trading Team (Catering)</b>

- 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