



1. JOB DESCRIPTION

IDENTIFICATION OF JOB

Job Title	:	Casual Retail and Catering Assistant
Group/Team	:	Trading Team (Catering)
Working Base	:	Idle Valley Rural Learning Centre
Responsible to	:	Catering Shift Leader & Catering Manager
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. - To assist in the administration of the retail shop as directed by the Catering and Retail Manager.
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. - General retail shelf fill and pricing of stock.

2. JOB SPECIFICATION

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	:	• This is a casual, zero hour contract. • 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 will be required. • This role is subject to a Basic DBS Check

3. PERSON SPECIFICATION

Job Title	:	Casual Retail and Catering 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