Visitor Centre Assistant

Location:	Attenborough
Responsible to:	Visitor Centre Team Leader
Responsible for:	No line management responsibility
Terms & Requirements:	Part time / Permanent Evenings and weekend working will be required Travel to other sites will be required

Key Purpose

The Visitor Centre Assistant will deliver a consistent high-quality visitor and customer experience at Attenborough Nature Centre, as an important shop window of NWT, ensuring return visits and third party advocacy.

The role works closely with colleagues across teams to ensure that all catering, retail and events activities are compliant with relevant regulations,

Responsibilities

- Provide a friendly, professional service across catering, retail and events including use of till systems, handling customer requests and queries and ensuring a memorable customer experience to all visitors
- Prepare and serve a quality food and beverage and offer, complying with all food hygiene and allergen regulations
- Undertake kitchen and café duties to include clearing, cleaning and setting tables, cleaning, washing up and safe use of equipment
- Stock control across catering and retail, including processing deliveries, stock rotation and replenishment, pricing and ordering
- Provide excellent quality customer service at a range of events, including food & beverage preparation, service, planning, administration and ensuring compliance with regulations
- Maintain accurate and up-to-date records, including food hygiene, environmental health, accident reporting, wastage and other records
- Support with administrative tasks and coordination as requested
- Support health & safety, facilities management and environmental health standards being met consistently
- Work in a way that is aligned with the values of NWT – Ambitious, Innovative, Supportive, Together and Inclusive
- Work in accordance with current Health & Safety legislation and best practice
- Assist with other areas of work and undertake other duties appropriate to the post.
- Develop and maintain contacts with colleagues in other Wildlife Trusts and the Royal Society of Wildlife Trusts
- Welcome and work alongside volunteers
- On occasion, you will be required to work outside of standard office hours, making adjustments to your normal working week to accommodate this.

- This role is subject to a DBS check

Key competencies

Desirable qualifications

- Food Hygiene Level 2
- Allergen Awareness
- Full driving licence is desirable
- First Aid

Capabilities

- Good understanding of providing excellent customer service in a busy environment
- Understanding of food hygiene and allergen regulations
- Experience of using till systems

Experience

- Experience of working in a customer facing environment, ideally within the visitor attraction or tourism sector
- Experience of undertaking food and beverage preparation duties
- Experience of working in the voluntary sector, or of volunteering

Alignment to Values – Ambitious, Innovative, Supportive, Together and Inclusive

- A high level of commitment, enthusiasm and self-motivation with a flexible and professional approach to work
- A commitment to working co-operatively as part of a team
- Welcoming constructive and challenging conversations
- Good communicator, able to build strong relationships internally and externally
- Self-aware, adaptable and able to work independently