

# JOB DESCRIPTION FORM

## Job Description

<b>Job Title:</b>	Café and Visitors Centre Assistant
<b>Location:</b>	Watchtree Nature Reserve, Nr Wiggonby, Carlisle Cumbria CA5 6NL
<b>Reports to:</b>	Visitors Centre Team Leader
<b>Staff responsibilities:</b>	Working alongside volunteers, no staff responsibility
<b>Hours of work:</b>	22.5 to 37.5 hours per week  This role includes weekend and bank holiday work.
<b>Salary Range:</b>	Real Living Wage (currently £9.90 per hour)
<b>Summary of position:</b>	To assist in all operations of the Watchtree Nature Reserve visitors centre and café.

## Primary Responsibilities

Ensure that every visitor receives a warm welcome	Maintain and improve upon high standards of hygiene for food preparation and service
Use of till and cash handling	Baking and food preparation
Ensure the visitors centre is clean, tidy and presentable at all times	Cater for special events as required by the business
Take food orders, serve and clear tables	Become and integral part of the Watchtree team, being adaptable and willing to assist in a variety of different roles

## Personal Specification

	Essential	Desirable
<b>Qualifications &amp; Training</b>	GCSEs: Maths & English	First Aid at Work Food Hygiene
<b>Experience</b>	Excellent Customer Service Skills Disability awareness	Food preparation Table service Housekeeping Baking
<b>Qualities and Attitude</b>	Personable, Pro-active individual, Keen to learn	
<b>Product Knowledge</b>	Watchtree Nature Reserve: Services, facilities, and history. Environmental health	

## Competencies

Financially aware and trustworthy	Reliable and punctual
Workplace House Keeping	Customer service