

JOB DESCRIPTION FORM

Job Description

Job Title:	Visitors Centre Team Leader
Location:	Watchtree Nature Reserve, Nr Wiggonby, Carlisle Cumbria CA5 6NL
Reports to:	Watchtree Manager
Staff responsibilities:	Current management of volunteers. Potential future management of staff.
Hours of work:	37.5 hours a week – 5 days per week Sunday to Thursday,
Salary Range:	£23,500 - £25,700 dependent upon experience/qualifications
Summary of position:	<p>To effectively and efficiently lead all operations of the Watchtree Nature Reserve visitors centre including the café. Our popular café boasts an extensive menu of homemade and local source food including sandwiches, paninis, pies and quiches. As well as a fabulous range of traybakes and cakes. Our staff team consists of weekend, part time and full time staff complimented by volunteers who offer their time to support our work. The café is an important part of the reserve and the experience of our many visitors. Funds raised through the café help to support our charitable work and the hospitality provided enhances every visitors overall experience. It is a busy, bustling place which is already doing very well but there is ample opportunity for a new leader to make their mark and further improve on this fantastic facility.</p>

Primary Responsibilities

Ensure that every visitor to Watchtree receives a warm welcome from you and your team.	Recruit and train volunteers to assist with visitor welcome, administration, café and all other visitors centre operations.
Maintain and improve upon high standards of hygiene for food preparation and service	Administration of all visitors centre related volunteer activities, training and H&S procedures.
Ensure the visitor centre is always clean and tidy	Manage café staff and volunteers including rota for 7 day a week visitor centre and café cover
Select suppliers and place regular orders to ensure efficient stock control for the cafe	Use of the till, cash handling and cashing up at the end of the day.
Work alongside the Nature Reserve Manager to develop the café into a primary income stream for the reserve	Cash handling and safe security. Key and alarm code holder, responsible for daily operations in absence of reserve manager.
Carry out administration duties in accordance with Watchtree Policies and Procedures.	

Personal Specification

	Essential	Desirable
Qualifications & Training	GCSEs: Maths & English First Aid at Work Food Hygiene	Good level of Education (A level standard)
Experience	Excellent Customer Service Skills Implimenting & maintaining H&S procedures Working independently to a high standard Disabled awareness	Volunteer supervision Working with social enterprise/charities Service industry
Qualities and Attitude	Personable, Positive leader Good communicator, Pro-active individual, Keen to learn	Strong ICT skills
Product Knowledge	Watchtree Nature Reserve: Services, facilities, and history. Environmental health	

Competencies

Financially aware and trustworthy	Reliable and punctual
Workplace House Keeping	Health & safety management
Customer service	Leadership
Documentation and recording of work	