

JOB DESCRIPTION FORM

Job Description

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| Job Title: | Café and Visitors Centre Assistant |
| Location: | Watchtree Nature Reserve, Nr Wiggonby, Carlisle Cumbria CA5 6NL |
| Reports to: | Visitors Centre Team Leader |
| Staff responsibilities: | Working alongside volunteers, no staff responsibility |
| Hours of work: | 22.5 hours per week – Sunday, Monday and Tuesday 9am until 5pm Occasional additional work may also be available including some evenings |
| Salary Range: | Real Living Wage |
| Summary of position: | To assist in all operations of the Watchtree Nature Reserve visitors centre and café. Including hospitality, food preparation and service. |

Primary Responsibilities

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| Ensure that every visitor receives a warm welcome. Customer service is our top priority. | 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 |
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| Qualifications & Training | GCSEs: Maths & English | First Aid at Work Food Hygiene |
| Experience | Excellent Customer Service Skills Disability awareness | Food preparation Table service Housekeeping Baking |
| Qualities and Attitude | Personable, Pro-active individual, Keen to learn | |
| Product Knowledge | Watchtree Nature Reserve: Services, facilities, and history. Environmental health | |

Competencies

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

To apply for this position please send your CV and a covering letter to hazel@watchtree.co.uk before 5pm on Friday the 15th of March 2024.

For further information or to discuss the role please contact Hazel using the email above or pop in for a chat with any of the visitor's centre team.