

JOB DESCRIPTION FORM

Job Description

Job Title:	Café and Visitors Centre Assistant Team Leader
Location:	Watchtree Nature Reserve, Nr Wiggonby, Carlisle Cumbria CA5 6NL
Reports to:	Cafe and Visitors Centre Team Leader
Staff responsibilities: Working alongside volunteers, no staff responsibility	
Hours of work:	30 hours per week – over 4, 7.5-hour days 9am until 5pm (30 minutes unpaid break) Days will be regular each week and will include at least one weekend day, actual days to be agreed upon, dependent on the needs/availability of successful candidates and the business. Occasional additional work may also be available including some evenings
Salary Range:	£14 per hour
Summary of position: Assisting the Cafe Team Leader in the high-quality operation of our busy cafe. This role includes some leadership and additional responsibilities, which would be ideal for somebody with previous experience in hospitality.	

Primary Responsibilities

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, cash handling, cashing up	Deputise for the Team Leader in their absence, including delegation of tasks to the team on duty each day.
Ensure the visitors centre is clean, tidy and presentable always.	Provide a communication link between the cafe team and the team leader. Ensuring information is efficiently communicated.
Take food orders, prepare food, provide table service and clear tables.	Become an integral part of the Watchtree team, being adaptable and willing to assist in a variety of different roles

Personal Specification

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

To apply for this position please send your CV and a covering letter to hazel@watchtree.co.uk before 5pm on Friday 24th of April 2026.