



## 1. JOB DESCRIPTION

### IDENTIFICATION OF JOB

- Job Title** : • Retail and Catering Assistant
- Group/Team** : • Trading Team (Catering)
- Working Base** : • Idle Valley Rural Learning Centre
- Responsible to** : • Catering Shift Leader & Catering Manager
- Responsible for** : • No responsibility for the work of others
- Overall Purpose of Job** : • To provide excellent service to customers and conference delegates. To prepare and deliver food and beverages to a very high standard.  
To ensure a high standard of cleanliness of catering areas, equipment and materials.  
• To assist in the administration of the retail shop as directed by the Catering and Retail Manager.
- Main Responsibilities** : • Preparation and delivery of food and beverages as required to a high standard, complying with all relevant food hygiene regulations.  
• General kitchen and café area duties to include clearing, cleaning and setting up of tables, cleaning of the kitchen and associated areas, equipment and washing up.  
• Acceptance and processing of deliveries as directed by the Shift Leader, Catering Team Leader or Managers of Trading.  
• Provide a friendly, professional quality service to centre visitors and support conferencing and event delegates to positively represent Nottinghamshire Wildlife Trust Trading Ltd.  
• General retail shelf fill and pricing of stock.

## 2. JOB SPECIFICATION

- Line Management and Supervision** :
- No line management or supervisory responsibilities.
- Responsibility, Budgets and Other Resources** :
- Responsible for the safe storage, handling, preparation and delivery of food and beverages in accordance with current food hygiene regulations.
  - Responsible for the safe use of catering equipment and materials.
  - Handling of cash and card transactions.
- Work Complexity** :
- Accurate use of till systems, including cash and card payment handling.
  - Dealing with routine customer queries, such as menu availability and allergen information.
  - Keeping accurate daily records (e.g. food wastage log).
- Decision Making, Creativity and Innovation** :
- Using judgement to determine what needs to be done during busy times.
  - Daily responsibilities as directed by the Catering Manager, Catering Supervisor or Managers of Trading.
- People, Contacts and Representation** :
- Significant interaction with members of the public and centre visitors.
  - Positive representation of Nottinghamshire Wildlife Trust Trading Ltd to centre visitors and conference delegates, including contact with senior members of staff from external organisations.
- Working Conditions** :
- Part-Time
  - Permanent
  - This role is based at Idle Valley Rural Learning Centre. Occasional travel to other sites may be required.
  - Regular weekend (Saturday and Sunday)/bank holiday working, and occasional evening work may be required.
  - This role is subject to a Basic DBS Check

### 3. PERSON SPECIFICATION

<b>Job Title</b>	:	<b>Retail and Catering Assistant</b>
<b>Team</b>	:	<b>Trading Team (Catering)</b>

- Experience** :
- Experience of working in a similar position within the visitor attraction, tourism or leisure sectors (D)
  - Experience of working in a customer facing environment (D)
  - Experience of cash and card payment handling (D)

- Competence, Knowledge & Skills** :
- A good understanding of customer service (E)
  - Good communication skills. Able to communicate in an effective and friendly manner with visitors, volunteers and staff (E)
  - Able to work in an organised fashion in a busy environment (E)
  - An understanding of food safety and hygiene (E)
  - Knowledge of food and beverage preparation (D)
  - Current Food Hygiene Level 2 Certificate (D)

- Personal Qualities** :
- Able to work as part of a team or individually
  - Kind and pleasant demeanour
  - Decisive
  - Exceptional use of common sense
  - Hard work ethic
  - Self-motivated and enthusiastic
  - Flexible and adaptable approach to work
  - Willingness to adopt a flexible working pattern to reflect the 7 day per week operation of the business.

Key: Desirable or Essential