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| **Job Title:** | Catering Assistant |
| **Department:** | Commercial |
| **Responsible to:** | Catering Manager |
| **Pay Band:** | National Minimum Wage |
| **Tenure:** | Permanent : Part-time 18 hours per week (including alternate weekends and bank holidays) |
| **Location:** | Wolseley Kingfisher Café, The Wolseley Centre, Wolseley Bridge, Stafford, ST17 0WT |

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| |  | | --- | | **Background Information:** | | Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 47 county Wildlife Trusts throughout the UK and are supported by over 15,000 members.  The Trust owns or manages 30 nature reserves covering an area of over 4,000 acres. Our 160 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into five departments: Resources, People Engagement, Conservation Delivery, Fundraising, Communication and Membership & Commercial. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers, catering, retail and administration staff.  The Trust currently runs two main centres, Westport Lake and the Wolseley Centre, with cafés, conferences and retail to a greater or lesser degree at both venues, in addition to Charity Shops in Leek. Penkridge & Birches Bridge. The postholder will assist with the day to day running of the Wolseley Café, which forms part of the commercial operation of the Trust (Resources Department).  The Wolseley Centre “Kingfisher” Café is an 80 cover café where we offer fresh, seasonal food for all of our visitors so we can continue to be locally loved. With your love of food and your appetite to provide an exceptional service to your customers you’ll work hands on to deliver delicious food. | |

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| **Job Purpose:** |
| To deliver a high quality food and beverage offering for our busy café at Wolseley, whilst providing great customer service to a wide range of customers. |

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| **Responsibilities:** |
| Front of House & General responsibilities   1. Ensure that a high standard of customer service is delivered, through face to face communications. Duties will include working front counter, taking food orders, dealing with customer queries. working barista coffee machine and ensuring the customer seating areas are ready and suitable for customers at all times. 2. To operate an EPOS Till and cash handling procedures. 3. Help ensure a high standard of cleanliness and hygiene are maintained throughout the Café, Kitchen, Visitor Areas, Washrooms etc. 4. Help promote departmental promotions and maximise revenue through special offers and up-selling. 5. Assist visitors to the centre, with information about Staffordshire Wildlife Trust, Family Activities and information about the site. 6. Comply with the Trust’s Health & Safety policy, especially in regards to COSHH, accident reporting, risk assessments and fire procedures.   Kitchen Area   1. Preparation of all menu items and working during service to cook menu items to order where necessary. 2. Understand the importance of stock control and minimising costs through correct storage, rotation and distribution of supplies 3. To assist in preparation of sandwiches/paninis etc. along with general kitchen duties. 4. To be part of a kitchen team of assistants, including basic food preparation, cleaning and dishwashing. To help support the Catering Manager in maintaining a quality, safe and well-run kitchen. 5. To help ensure all food safety, customer care and hygiene standards are adhered to and relevant checklists completed. Ensure high standards of cleanliness are maintained within the Facility. 6. To assist in the purchase/delivery of departmental supplies and understand the importance of stock control and minimising costs through correct storage, rotation and level of stock   In order for the organisation to work effectively, you may be required to work unsocial hours including evening, weekend and bank holidays or assist with other areas of work and therefore you should be prepared to undertake extra duties, appropriate to the post, as delegated by your line manager. All staff are required to abide by organisational policies and procedures. |

**Person Specification Job Title: Catering Assistant**

| **Criteria** | **Essential** | **Desirable** | **Assessment method \*** |
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| **Qualifications** | | | |
| First Aid Qualification |  | ✓ | AF/QC |
| Level 2 or 3 Food Hygiene & Safety | ✓ |  | AF/QC |
| **Experience** | | | |
| Some experience cooking within a food & beverage retail outlet | ✓ |  | AF/I |
| Previous experience of cash handling & completing financial paperwork |  | ✓ | AF/I |
| Previous experience of working to high food safety standards | ✓ |  | AF/I |
| Some experience of front of house duties, dealing with customer queries and complaints and barista trained |  | ✓ | AF/I |
| **Skills/knowledge** | | | |
| The ability to work well under pressure | ✓ |  | AF/I |
| Possess a passion for cooking | ✓ |  | AF/I |
| Some knowledge of retail practices and procedures | ✓ |  | AF/I |
| Effective communication skills |  | ✓ | AF/I |
| Good numeracy and literacy skills |  | ✓ | AF/I |
| The ability to work well under pressure |  | ✓ | AF/I |
| A Systematic, methodical approach to work and the ability to prioritise |  | ✓ | AF/I |
| A team player with the ability to help motivate others and retain a high level of self-motivation | ✓ |  | AF/I |
| Keen to suggests new ideas and menu choices |  | ✓ |  |
| Some knowledge of environmentally friendly working practices. |  | ✓ | AF/I |
| ***Abilities*** | | | |
| A friendly, professional personality | ✓ |  |  |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential. | ✓ |  | AF/I |
| Job involves some manual handling such as  - Moving and setting up conference/event tables and chairs | ✓ |  | AF/I |

\* Assessment method:

* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation