CLOSING DATE IS FRIDAY 28TH JUNE 2024

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| Role Title: | Cafe Assistant – Kingfisher Café, Wolseley Visitor Centre |
| Department: | Commercial |
| Responsible to: | Catering & Commercial Manager |
| Responsible for: | n/a |
| Salary: | Voluntary Role |
| Hours Available: | Mainly weekdays but also looking for some weekend availability |
| Permanent/Fixed Term/Sessional: | Voluntary |

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| **About Staffordshire Wildlife Trust**  We are the county’s leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. Our climate is in crisis and nature needs our help, but together we can make a difference.  Our 50-year vision is for a thriving county with wildlife at its heart, which everyone enjoys, values and wants to play their part in protecting and improving.  Our mission is to ensure that:  We protect and enhance the wildlife and wild places of Staffordshire and promote understanding, enjoyment and involvement in the natural world.  We are part of a federation of 46 wildlife trusts, working passionately just like us. Volunteering for Staffordshire Wildlife Trust, in any role, means you are part of our ambition to halt and reverse natures decline in Staffordshire and across the UK, and to get more people to take meaningful action for wildlife. Whether you volunteer in IT, in our cafes, or out on our nature reserves you will be contributing to the common purpose of a county richer in wildlife.  For our people, being part of the effort to address the climate and nature crisis makes working for us truly meaningful and rewarding.  As well as investing in our mission, we invest in our people and culture. We are committed to creating an engaging, supportive and inclusive workplace for all and providing opportunities for development, training and growth.  Your journey in the Trust starts with your induction. Whatever role you're here to do, we'll explain what to expect, show you where to go, and make sure you understand your new environment before you get going.  You’ll also get chance to see what others in your teams, and across the Trust are doing through  Internal communications.  We’re Wild About Inclusion! To us, this means inspiring, empowering and engaging people from all backgrounds, cultures, identities and abilities, to change the natural world for the better. It means creating spaces where difference is celebrated, everyone can be themselves and flourish, just like nature  Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies>  Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Role Purpose: |
| To support the delivery of a high quality and efficient food and drink service environment for our busy café at the Wolseley Centre Kingfisher Café and deliver great customer service to a diverse range of customers. |

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| Responsibilities: |
| We are seeking volunteers with a friendly, approachable manner who can support our team in delivering an efficient first class service to our many customers.  **Front of House & General duties**   1. Ensure that a high standard of customer service is delivered, through face to face communications. Duties will include ensuring the customer seating areas are ready and suitable for customers at all times. 2. Help ensure a high standard of cleanliness and hygiene are maintained throughout the café, kitchen, visitor areas, washrooms etc. 3. Comply with the Trust’s Health & Safety policy, especially in regards to COSHH, accident reporting, risk assessments and fire procedures.   **Kitchen Area**   1. To assist with cleaning and dishwashing. 2. To help support the Catering and Commercial Manager in maintaining a quality, safe and well-run kitchen.   No previous experience is necessary but would be desirable. |
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Person Specification Job Title: Café Assistant Volunteer

| Criteria | Essential | Desirable | Assessment Method \* |
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| **Qualifications** | | | |
| Level 2 Food Hygiene & Safety |  |  |  |
| **Experience** | | | |
| Some experience within a food and drink retail outlet, including till work |  |  |  |
| Some experience of working to high food safety standards |  |  |  |
| Some experience of dealing with customer queries and complaints |  |  |  |
| **Skills & Knowledge** | | | |
| Some knowledge of retail practices and procedures |  |  |  |
| Effective communication skills |  |  |  |
| Good numeracy and literacy skills |  |  |  |
| The ability to work well under pressure |  |  |  |
| A systematic, methodical approach to work and the ability to prioritise |  |  |  |
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* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation