



WWT Wetlands for life

Job Description

Post: Trading Assistant

Grade: 3

Centre: Welney

Directorate: Trading

Reporting to: The Trading Manager,

Main function of the post: To assist the catering team in the operation of the café area, for the optimum benefit and enjoyment of all visitors

Hours worked: 7.5 hours per week, overtime may be offered at busy times

Main duties of the post when working on catering:

1. To welcome visitors to the Wigeon cafe by providing excellent customer service using the WWT GUEST customer service training framework.
2. To assist in the smooth running of the café, including serving customers in a polite and friendly manner and monitoring and maintaining standards set by the Trading Manager and or Cook.
3. To assist with and maintain food presentation and service in the front of house areas to include the production of food, sandwiches, salads and assisting the Cook with any other duties.
4. To ensure that the café is clean, tidy and well stocked through-out each shift and to assist with any deliveries that may come in when on shift.
5. To cash up till as required.
6. To assist with all aspects of cleaning of the kitchen, equipment and other food service areas; ensuring that all check lists are complete.
7. To comply with all current Health & Safety and Food Hygiene Regulations and to ensure the health, safety and enjoyment of visitors whilst using our food service facilities.
8. To deal effectively with visitor enquiries and complaints, ensuring that these are passed on to the Trading Manager or Duty Manager.

Date raised: July 2017

Date amended: July 2017

Person Specification

1. Qualifications/Training

Essential:

- Educated to GCSE standard (including Maths & English) or equivalent.

Desirable:

- NVQ 1 and 2 Catering.
- Customer care training.
- Basic Food Hygiene Certificate.

2. Experience

Essential:

- An ability to be customer / visitor focused.
- Experience in a catering role with visitor contact (either as a volunteer, hobby or work).

Desirable:

- Experience in a retail / catering or visitor attraction environment.
- Experience of working with high volume tills and EPOS systems.
- Stock handling experience.
- To have an understanding of food hygiene and health & safety regulations.

3. Managerial & Supervisory

Essential:

- None

4. Responsibility

Essential:

- Cash handling.
- Delivery of customer satisfaction in all areas of the catering Assist in the preparation of cold food.
- Comply with all current Health & Safety and Food Hygiene Regulations.

Levels of financial responsibility:

Type of Responsibility	Level (£'s)
Cash Handling (EPOS tills)	Up to £1000

5. Creative Ability

Essential:

- Ability to be creative when carrying out merchandising and in catering when displaying cake and packaged items.

Desirable:

- Previous experience with food.
- Merchandising and display experience.

6. Contact

Essential:

- An enthusiastic, friendly and customer-focused attitude is essential.
- Must be able to work well with people as this job is a front line position that involves interacting with all of our visitors.
- To work effectively as a team member in conjunction with other staff, volunteers and other departments.
- To communicate both written and verbally with staff, customers and contractors on a daily basis.

Desirable:

- A passion for conservation and someone who enjoys engaging with visitors on a 1:1 basis or as a group.
- An interest in nature and the environment would be a distinct advantage.

General Notes

This is permanent position which may require some weekend, bank holidays and evening work.