WWT Wetlands for life

Job Description

General Catering Assistant **Grade: 3**

Location: WWT Slimbridge Centre **Directorate**: Operations

Reporting to: Catering Manager or Catering/Trading Supervisor

What we need you to do: Be an integral part of an inspirational, welcoming and vibrant catering environment that provides an excellent visitor experience. Contribute to the delivery of agreed targets and help generate profits that support the conservation work of WWT.

We shape unforgettable experiences

- Warmly welcome every visitor to the catering environment demonstrating WWT's GUEST visitor service standards and the WWT brand at all times.
- Present WWT's catering product range to a consistently high standard, identifying and responding to changing visitor requirements and feedback.
- Ensure that all our visitors experience high standards of customer care and enjoy a positive experience.
- When required, to assist with cold food production to include the full menu range to the required high standards, monitoring stock levels for such items, and communicating all requirements with the Head Chef in a timely manner.
- 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.

We are resourceful pioneers

- Consistently and proactively promote and maximise sales opportunities, adapting to seasonal changes and changes in visitor buying behaviours.
- Support the delivery of key performance indicators taking the appropriate action to increase profit, and reduce waste.
- Effectively use the electronic point of sales system (EPOS) and WWT procedures to maximise sales and generate reliable sales information.
- Adhere to WWT cash handling procedures
- To assist with incoming deliveries, storage, control and management of all stock, according to regulations and administrative procedures, including communicating ordering needs to the Kitchen team.

We work together for a positive future

- Deliver the appropriate standards, procedures and best practice as defined by your line Manager.
- Maximise your contribution to ensure delivery of personal, department and Trust objectives by proactively participating in training, team meetings and individual discussions.
- Engage with WWT's internal communication channels keeping yourself informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.
- Adapt to continuous change and the implementation of new initiatives.
- To assist with all aspects of daily, weekly and monthly deep cleaning of the kitchen, equipment and other food service areas; ensuring that all checklists are completed and high levels of hygiene standards are maintained.

We do conservation

- Ensure you are aware of and have a basic understanding of the Centre's key features and conservation highlights and share such information with visitors where and when appropriate.
- Reduce waste by accurately managing stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.

- Ensure the sustainable use of utilities to reduce the impact on the environment.

In addition:

- Operate catering areas that fully adhere to and comply with Industry Food Hygiene standards.

Work Pattern: 5 days from 7 per week to be worked on a rota basis to include weekends and bank holidays, and occasional evening work in line with business requirements.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the manager shown above, from time to time.

Date Created: March 2017

Person specification

1. Qualifications

Essential:

- Educated to a minimum of GCSE (D – G) standard (or equivalent)

Desirable:

- Food Hygiene Level 2 / Basic
- Industry recognised qualification in Catering e.g. City & Guilds, NVQ, BTEC etc.

2. Experience

Essential:

- Experience of working in a catering environment

Desirable:

- Experience of working as part of a team
- Experience of working with a food safety management system (FSMS)
- Experience of working with an EPOS system
- Experience of cash handling

3. Managerial and supervisory

***Essential*:** Not applicable to this role.

4. Responsibility

Essential:

- Ability to be responsible for cash handling
- Ability to manage and respond to customer feedback as appropriate
- Ability to adhere to legislative requirements, in particular:

- Data Protection
- Health and Safety
- Premises license (where applicable)

- Ability to comply with Food Safety Management Systems

Levels of responsibility:

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	Subject to dept. income
Assets (required for job, exc. buildings)	-
Visitors (per annum)	See centre targets

5. Creative Ability

Essential:

- Able to adapt to seasonal trade/campaigns and promotions
- Ability to problem solve
- Ability to think outside of the 'pond' and committed to going the extra mile

Desirable:

- Ability to create effective visual merchandising and displays

6. Contact

Essential:

- Ability to engage with visitors living up to the WWT GUEST Customer Service standards
- Able to maintain regular and routine contact with other departments
- Able to maintain occasional contact with external suppliers, when and where appropriate