



## Catering Assistant

**Directorate:** Operations

**Reporting to:** Catering Manager

**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.

**Location:** WWT Castle Espie

**Grade:** 3

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### 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.

### 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

## 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.

## 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.

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**Work Pattern:** **Hours** 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.

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**Date Created:** March 2016

## 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

**Desirable:**

- Experience of working in a catering environment
- 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	£1000
Assets (required for job, exc. buildings)	20,000
Visitors (per annum)	62,000

## 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