

**NORFOLK WILDLIFE TRUST
CASUAL WORKER – CATERING ASSISTANT CLEY/HOLME**

DATE: February 2023

WRITTEN BY: JS/KM/NM

OVERALL EXPECTATION OF THE CASUAL WORK

The preparation, and serving of food and beverages to a high standard, including washing up, clearing and cleaning the café, kitchen and associated areas in the visitor centre.

REPORTING TO:

Catering Manager and in their absence the Senior Catering Assistant.

OTHER WORKING RELATIONSHIPS:

Within the organisation

Will work closely with and under the direction of the Catering Manager and in their absence the Senior Catering Assistant; with Cley/Holme Visitor Centre staff, reserve field staff, HQ staff and centre volunteers

Outside the organisation

Visiting members and non-members.

Without implying mutual obligation on the part of the casual worker or Norfolk Wildlife Trust, the following roles will be expected from the casual worker:

1. Basic preparation of hot and cold beverages as required to a high standard complying with all relevant food hygiene regulations. Service of food and beverages.
 2. General kitchen and café area duties to include clearing, cleaning and setting up of tables, cleaning of the kitchen it's surrounds, equipment and washing up.
 3. Provide a friendly, professional and high standard of service to visitors to the café and provide product knowledge of the food served to meet customer expectations.
 4. Assist in the handling of the fresh and dry stock, keeping wastage to a minimum
 6. Handle cash in a proper manner as required.
 7. Provide an efficient table clear service to ensure customer satisfaction at all times.
 8. Maintain a high standard of personal cleanliness and appearance at all times.
 9. Comply with all Food Hygiene and trading regulations
 10. Work as part of a friendly team to maintain a pleasant working environment. Help other staff working in the centre at busy times.
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OTHER ROLES:

1. Maintain an up to date knowledge and understanding of all the Trust's Policies and procedures including Health and Safety and any other associated guidelines and procedures.
2. Be prepared to gain knowledge and understanding of all relevant Food Hygiene Regulations and associated guidelines.
3. Undertake ad hoc duties and tasks as required including help in the visitor centre reception desk and with retail activities.
4. Work in accordance with the Trust's Health and Safety policy and contribute to the maintenance of a healthy and safe working environment.

IDEAL SKILLS AND EXPERIENCE

1. Able to communicate in an effective and friendly manner with visitors, volunteers and staff.
3. Some experience of and/or an aptitude for working in a customer-service based environment.
4. Able to become fully conversant with use of beverage making equipment and operate them safely and efficiently
5. Able to work in a team and under supervision to maintain and meet customer and NWT expectations.
6. Able and willing to follow instructions.
7. A good time keeper.
8. Good literacy and numeracy skills.
9. Able to develop and maintain a basic knowledge of NWT Cley Marshes/Holme Dunes, their management and wildlife.
10. Willing to undertake training as required.

OTHER RELEVANT FACTORS

Will be expected to work flexible and occasional unsociable hours.

LIMITS OF AUTHORITY

Handle money

CONDITIONS OF SERVICE

See Contract of employment