



NORFOLK WILDLIFE TRUST Holme Dunes Visitor Centre

Senior Catering Assistant (Permanent)

The Part Time Senior Catering Assistant will be based at Holme Dunes Visitor Centre at the modern café within the centre. Norfolk Wildlife Trust has Visitor Centres situated on five of its nature reserves at Cley Marshes, Hickling Broad NNR, Holme Dunes NNR, Ranworth Broad, and Weeting Heath NNR.

NWT has an excellent reputation not least for the way in which it manages the Holme Dunes Nature Reserve, attracting a broad spectrum of visitors from across the UK and beyond; specialist naturalists, serious and casual bird watchers to tourists, day trippers and those simply wanting to enjoy the breathtaking scenery and wildlife to be found in North Norfolk.

The Senior Catering Assistant at the NWT Holme Dunes Visitor Centre is expected to deliver a high standard service in the café producing the café staffing rota's and be responsible for the efficient day to day running of the café and preparation areas and to maintain the excellent reputation of the Trust working closely with the Visitor Centre Co-ordinator.

Reporting to the Café Supervisor in this important service role, the Senior Catering Assistant will use all best endeavours in the delivery of a quality service to a high standard in a warm and friendly way, responding to the needs to maintain the professional face of NWT in the presentation and delivery of soup, sandwiches, hot beverages and other food stuffs to meet the expectations of NWT and visitors.

The Senior Catering Assistant will be expected to ensure that the café, food preparation and display areas remain clean, tidy and safe at all times and that the brand of the NWT is maintained in all aspects. Proper handling of cash and excellent customer service at all times is essential.

The Senior Catering Assistant will be responsible for the preparation, presentation and service of soup, sandwiches, snacks and beverages using ingredients and products from local sources and aiming to achieve a very high standard at all times.

Working to a rota, the team at NWT Home Dunes Visitor Centre consists of the full time Visitor Centre Co-ordinator, part time Visitor Centre Co-ordinator, Café Supervisor, Bank/Casual/Contract Café Assistants, a small team of volunteers, and a Car Park Attendant. It is therefore essential that a good working relationship is maintained with all colleagues.

The successful candidate will be expected to hold or train and achieve a Food Hygiene Certificate and will have previous experience working within the catering industry. Strong literacy and numeracy skills are essential along with an ability to communicate effectively. A responsible attitude will be complemented by the ability to adopt a corporate approach.

A detailed job description is attached for information and to assist you with your application.

In return for this important and highly rewarding role, NWT will offer an hourly rate of £12.50.

You will work 5 days per week including regular weekends and bank holidays but will be required to work flexibly to suit the needs of the business. Core working hours from April to October are 37.5 hours per week, 9am to 5pm with 30-minute break and from November to March, 32.5 hours per week, 9am to 4pm with a 30-minute break. A rota system is in operation and hours will be agreed in advance with the Café Supervisor.

You will be entitled to 25 days holiday per annum, rising by one day a year until a maximum of 30 days is reached.

2. Application Procedure

Candidates should apply by sending a copy of their CV, giving full details of education, employment history, including dates and outlining relevant experience. Please also supply details of two referees. You should also include a statement of application outlining why you consider yourself suitable for the post and what particular experience, skills and attributes you have which will enable you to fulfil the requirements of the job. It would help the selection panel if you refer to the duties and requirements of the job description enclosed in framing your statement.

Completed applications should be marked 'Private and Confidential Job Application' and sent to janines@norfolkwildlifetrust.org.uk or to Janine Shea, Cley Marshes Visitor Centre, Coast Rd, Cley next the Sea NR25 7SA.

The vacancy will remain on the website until taken off.

The successful candidate will be expected to provide proof of eligibility to work in the UK at the time of accepting the offer of employment.

We regret that we are unable to provide feedback from the application stage and if you have not heard from us you should assume your application has not been successful on this occasion.

Thank you for your interest in this post and the work of the Trust. We wish you every success with your application.

Norfolk Wildlife Trust
June 2024