

JOB DESCRIPTION

JOB TITLE: Senior Catering Assistant Holme

TEAM: Visitor Services and Sales Operation

POST HOLDER: Vacant

DATE: May 2024

PREPARED BY: NM/JS

OVERALL PURPOSE OF JOB:

To deliver a warm, friendly and enjoyable visitor experience so that visitors leave understanding who Norfolk Wildlife Trust is and what we do as well as how they can do more for nature.

The senior catering assistant works to ensure the effective and efficient day to day running of the Holme Café including welcoming visitors and answering their queries, the preparation of food, simple cooking and serving of food to a high standard, including washing up, clearing and cleaning the café, kitchen, and associated areas. To work with and deputise for the café supervisor in their absence.

REPORTING TO:

Café Supervisor

REPORTING TO JOB HOLDER

Catering assistants in the absence of the café supervisor

OTHER WORKING RELATIONSHIPS:

Within the organisation

The post holder will work closely with and under the direction of the Holme Café Supervisor and with the Catering Manager.

Other visitor centre staff, Visitor Services and Sales Manager, reserve field staff, HQ staff and centre volunteers.

Outside the organisation

Visiting members and non members, contractors and suppliers.

MAIN DUTIES:

Cafe

1. Provide the best possible service for visitors to NWT including providing information about the reserve and the café and Norfolk Wildlife Trust (NWT) in a welcoming and responsive manner.
2. Provide a high quality food service as required in agreement with the NWT Catering Manager

3. With the assistance of other staff, prepare, present and serve a range of high quality hot and cold light meals, sandwiches, snacks and beverages
4. Ensure the effective and efficient day to day running of the Visitor Centre café and kitchen area and the correct use and storage of food stocks, in compliance with current food preparation and service hygiene regulations and health and safety legislation. Follow the SFBB food safety management system and FSA trading regulations.
5. Produce a high standard of service from all staff and ensure everyone is fully conversant with and able to operate all kitchen equipment within manufactures guidelines.
6. Meet customer expectations by providing a welcoming service to a high standard, whilst retaining a product knowledge of the food served, so the professionalism, good name and brand of the Norfolk Wildlife Trust is marketed, promoted and maintained at all times.
7. Ensure that fridge and freezer temperatures are kept at a safe level for the preservation and proper storage of food and report any problems immediately
8. On occasion liaison with the Café Supervisor and Catering Manager, manage and maintain the fresh and dry food stock and re-order as necessary, serving local, organic produce wherever possible recording the disposal of unsold or out of date items and ensuring wastage is kept to a minimum and disposed of correctly
9. In the absence of the Café Supervisor draw up a weekly menu based on the agreed basic menu and using attractive, locally sourced, organic food stocks where possible and within budget.
10. In the absence of the Café Supervisor produce and agree staff rotas with the NWT Catering Manager that ensure optimum levels of on duty catering staff working to achieve maximum productivity and profitability, ensuring they maintain a high standard of appearance and cleanliness
11. Maintain the kitchen, equipment, serving area and café tables in a clean condition, provide a fast table clear service at all times.
12. Line management of any bank/casual/contract catering staff.

Sales

13. Receive, check in and price all sales stock, ensuring goods for sale are professionally and effectively merchandised.
14. Work closely with the café supervisor and catering manager to maintain sales and refreshment stock levels.
15. Assist in maintaining the EPOS stock management and sales system in line with the NWT process and compliance protocols. Ensure all cash transactions are accurate and that cash is properly handled, reconciled daily and banked frequently in accordance with the Holme café financial procedures.

16. Implement stock taking procedures in line with NWT stock taking protocols.
17. Ensure all sales transactions are accurate and that cash is properly handled, reconciled daily and banked frequently in accordance with the Holme café financial procedures

Other

18. Help to ensure the service provided at Visitor Centres is meeting visitor expectations and achieving a high degree of visitor satisfaction by supporting the delivery of visitor research such as surveys, suggestion boxes, recording, and responding to visitor complaints.
19. With guidance from the Visitor Services and Sales Manager, ensure any data capture or data management is compliant with GDPR.
20. Maintain a high standard of personal cleanliness and appearance at all times and comply with all NWT attire guidelines.
21. Working as part of the Holme Dunes Visitor Centre team, occasionally provide cover for the visitor centre reception.

OTHER DUTIES:

22. Maintain an up to date knowledge and understanding of the Trust's Health and Safety Policy and associated guidelines and procedures, and maintain the café environment in line with this.
23. Maintain an up to date knowledge and understanding of all relevant Food Hygiene Regulations and associated guidelines
24. Undertake ad hoc duties and tasks as required

PERSON SPECIFICATION:

1. Able to communicate effectively with visitors, volunteers, staff and members of the public, including children in a courteous, articulate and friendly manner.
2. A Food Hygiene Certificate is desirable (otherwise suitable training will be given).
3. Some experience in staff supervision and a proven ability of successful working in a customer service based industry with the ability to prepare and present simple light meals.
4. Able to become fully conversant with and operate various items of kitchen equipment.
5. Full and up to date understanding of relevant food hygiene regulations and relevant health and safety legislation.
6. Able to work in a team and under supervision to maintain and meet customer and

NWT expectations.

7. Able to use an EPOS system and manage sales and stock effectively.
 8. Able to work alone and with a solution focused approach to day-to-day issues.
 9. Good literacy and numeracy skills.
 10. Able to develop and maintain a basic knowledge of NWT Holme Dunes its management and wildlife.
 11. Willing to undertake training as required.
 12. Current driving licence and access/use of own vehicle
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OTHER RELEVANT FACTORS OF THE JOB

Will be expected to work flexible and occasional unsociable hours.

Weekend and Bank Holiday working will be required.

If applicable may be expected to use own transport on NWT business. Please refer to guidelines set out in GN20 Vehicle Use.

LIMITS OF AUTHORITY

Able to purchase items up to specified limit and within set budget as set out in the NWT Purchasing Policy and Procedures.

Cash handling, recording and banking as set out in the Visitor Centres Financial Procedures guide