

## **Job Description**

### **Café Assistant**

**Hours of work:** 4 hours per week (typically worked at weekends and bank holidays, subject to the rota)

**Type of contract:** Fixed Term until 30 September 2025

**Based at:** Nature Discovery Centre, Thatcham

**Croner rank:** 8

### **Job Purpose**

To assist in the daily running of our busy Café at our Visitor Centre, providing an exceptional level of customer service.

### **Reporting Line**

The post holder reports to the Café Supervisor

### **Line Management**

This post has no line reports

### **Key Responsibilities**

To assist in the running of our busy Café at our Visitor Centre.

- Ensuring the cafe and visitor seating area is kept clean
- Providing an excellent level of customer service
- Food and drink preparation, including cooking a basic menu and baking
- Assisting with stock rotation and reducing waste
- Cash handling and using a till
- Promoting a positive image of the organisation to all visitors
- Following all policies, procedures and health and safety requirements
- Any other tasks as requested by the Café Supervisor or Visitor Operations Manager

### **Person Specification**

- To be welcoming, approachable and confident in dealing with people
- Ability to use initiative
- Excellent organisational skills
- Ability to work under pressure
- Good team player
- Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion

- Ability to undertake Food Safety certification and Allergy Awareness Training\*

\*Training will be given to pass these courses within a month of starting. Failure to achieve the standard required in these tests may result in your contract being ended.

### **Measurements Of Success**

- Capable in all cafe tasks
- Compliance with food safety and cafe procedures
- Seen as a valued member of the team