**Dragonfly Café and Nature Centre Assistant**

**Job Description and Person Specification**

**Reports to:** Dragonfly Café and Nature Centre Manager

**Contract:** Variable Hours subject to availability and to meet the needs of the Trust

**Hours:** Flexible between Wednesday - Sunday

**Based at:** Lower Moor Nature Reserve, Oaksey SN16 9TW

**JOB PURPOSE**

To work with the Wiltshire Wildlife Trust in the successful running of Dragonfly Café on the Trust’s Lower Moor Nature Reserve. Dragonfly Café is thriving café offering an excellent range of coffee, cakes and snacks to local people and visitors to the reserve.

**MAIN DUTIES AND RESPONSIBILITIES**

Café Assistants will need to help out in all aspects of the successful running of the Dragonfly Cafe on a daily basis.

**Individual Responsibilities**

• Operating the till

• Keeping accurate time sheets daily

• Assisting with reordering of stock and checking deliveries on arrival.

• Serving customers, clearing tables and washing up.

• Helping to clean the café and facilities as required.

• Updating relevant records e.g. cleaning and temperature records

• Undertake the preparation of the food and beverages as needed (Barista training provided)

• Reporting maintenance issues to the Centre Manager and keeping records as required.

**Trust wide responsibilities**

• Ensuring that the café environment is pleasant and welcoming and gives a positive impression of both Langford Lakes Reserve and the wider Wildlife Trust.

• To ensure that the requirements of the Trust’s Health and Safety and Safeguarding Policies are fully adhered to.

**SAFEGUARDING**

Wiltshire Wildlife Trust is fully committed to safeguarding the welfare of all children, young people and adults at risk. All WWT staff will receive safeguarding training and must ensure that they comply with WWT’s safeguarding policy.

**BACKGROUND**

The café and nature centre at Lower Moor Reserve is a relatively new development for Wiltshire Wildlife Trust which aims to build on activities and opportunities available to people visiting the reserve.

The café aims to be waste free and will use locally sourced ingredients to minimise its carbon footprint and act a model for other cafes in the region.

The aim is that the café and nature centre is a hub for all activity on the reserve and will be the first ‘port of call’ for visitors to the reserve.

In the longer term it is hoped that the café will attract a wider audience for the reserve and support the further work of Wiltshire Wildlife Trust.

**WORKING RELATIONSHIPS**

The post will work closely with the Centre manager and other education and estate team staff within the Trust. You may also liaise, where necessary, with support staff and volunteers in order to assist in running of the cafe.

**EXPERIENCE, QUALIFICATIONS AND SKILLS REQUIRED**

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|  | **Essential Desirable** | |
| **Education/**  **training/ qualifications** | * GCSE level C+ in Maths and English | * NVQ level 2 or above in catering |
| **Knowledge and experience** | * Some experience of working in the hospitality sector. | * Specific experience of working in a busy café/restaurant. |
| **Professional skills** | * Good serving and table waiting skills. * Good knowledge of basic food preparation. | * Barista training * Experience of using an electronic till |
| **Interpersonal skills** | * Excellent communication skills, both written and verbal. * Ability to motivate others, particularly young people. * Ability to enthuse all about the natural world * Ability to get on with a wide range of people. * Ability to work as part of a small team and independently. | |
| **Additional requirements** | * To undertake training as and when required * Willingness to work unsociable hours, including evenings and weekends * Own transport essential * Minimum age 18 (Previous experience preferred but not essential as full training will be given). | * Computer skills. * First Aid qualification. * Valid driving licence * Food hygiene qualification |

Special note:

This job description does not form part of the contract of employment but indicates how that contract should be performed. The job description will be subject to periodic review and amendment in consultation with the post holder. The post holder may be required to perform duties other than those given in this job description. The duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.