

Essex Wildlife Trust Volunteer Role Description

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Role description: Catering Assistant

Location: Various Nature Discovery Centres across Essex

Reports to: Site Manager/ Assistant Site Manager/Catering Officer/Catering Assistant

Role Purpose: To support the delivery of a high-quality experience in our catering facilities.

Background detail: Essex Wildlife Trust's 11 Nature Discovery Centres provide a meeting place for visitors to relax after visiting the reserves and learn about conservation. Money raised in our cafes goes directly towards funding our conservation work.

Role Description and key activities:

- Keep all front of house areas well-presented and tidy.
- Assist the catering team including stocking refrigerators, taking orders, preparing food, serving food and clearing tables.
- Promote a high-quality coffee shop offer with an excellent customer experience ensuring the cafe offers a smooth-running service for visitors.
- Handle customer enquiries in an efficient and professional manner, refer customers to your supervisor when you are unsure of how to help.
- Encourage, listen and respond to all visitor feedback.
- Take accurate payments from customers using cash, card and smart devices and process these through the electronic point of sale (EPOS) tills.
- Closely follow sales procedures and ask for help when unsure.
- Adhere exactly to procedures relating to hygiene, health and safety, fire and security and any other relevant risk assessment information.
- Work as part of a close knit team, closely following instructions and guidance from your supervisor.
- Promote the work of Essex Wildlife Trust and uphold the values of the Trust.

Specialist knowledge and experience required:

- Experience of working in a customer service environment would be ideal. Excellent communication and interpersonal skills are essential.
- Enthusiasm, a positive attitude and an ability to work well with people from a variety of backgrounds is essential.
- Must undertake level 2 food hygiene training if involved in food preparation.
- Must make a positive contribution to the team, supporting staff in their day-to-day work.
- Knowledge of /or interest in wildlife.

Why volunteer and why this opportunity?

As well as the opportunity to make a significant contribution to a worthwhile organisation, this role provides opportunities to develop skills and knowledge. It is also an opportunity to become part of a thriving community of committed volunteers. This opportunity will allow you to get experience of working in a busy café environment in customer facing work.

Time commitment

- Ideally volunteering for one day a week, either a full or half day. Our cafes are open from 9am – 4pm/5pm.
- Some roles are available on an 'as and when' basis.
- Our catering teams are busiest during weekends and school holidays.

Special Conditions

- Our catering roles will require a good level of physical fitness as you will be working on your feet. Please let us know if you have accessibility requirements.