



Introduction

Warwickshire Wildlife Trust (WWT) is one of the 46 UK Wildlife Trusts. Established in 1970 we are a grass roots organisation governed by 14 trustees elected from a membership of 25,000 people, 99% of whom live in the county, and supported by 700 active volunteers. We manage an estate covering 1,000 hectares in Warwickshire, Coventry and Solihull and no one living or working in that area is more than 6 miles from one of our 67 nature reserves.

As members of the influential network of Wildlife Trusts, we are part of a collective covering the whole of the UK with 870,000 members, 32,500 volunteers, 2,500 staff and 600 trustees, all working together through a central unit, the Royal Society of Wildlife Trusts (TWT). Together we are on a mission to restore a third of the UK's land and seas for nature by 2030. We believe everyone, everywhere, should have access to nature and the joy and health benefits it brings. Each Wildlife Trust is an independent charity formed by people getting together to make a positive difference for wildlife, climate and future generations. Together we care for 2,300 diverse and beautiful nature reserves and work with others to manage their land for nature, too.

WWT is embarking on an ambitious new ten-year strategy. By 2030 we want to have put wildlife into recovery by creating more space for nature with more people on nature's side.

In order to deliver our ambitions for nature and people, we need to engage at least 1 in 4 people and inspire them to act for nature. Our Visitor Centres, including our cafes, are key touch points for public engagement and will be an important mechanism for delivering our ambition of more people on nature's side.

Warwickshire Wildlife Trust are looking for Catering Assistants to support the very successful Brandon Marsh Visitors Centre. They will be responsible for serving and preparing food and drinks to customers of the Centre and greeting them with a professional and friendly service.

If you have a passion for delivering excellent customer service and ensuring guests and visitors have the best possible experience, then we would love to hear from you.

Ed Green
Chief Executive
Warwickshire Wildlife Trust

Catering assistant

Job Description

Accountable to:	Brandon Marsh Catering Manager
Location:	Brandon Marsh Nature Centre, Coventry.
Salary:	£13.45 per hour for applicants aged 18 and over
Liaison with:	Brandon Marsh team, Brandon Marsh Catering Manager, Visitor Centre Team, colleagues at Warwickshire Wildlife Trust, volunteers and the general public.
Hours	Zero hour contract. (Flexibility needed to cover rota) Summer opening hours 10:00 to 16:30 Winter opening hours 10:00 to 16:00

Job purpose

To work as part of the catering team, to ensure a clean, comfortable and welcoming environment for visitors to the café at the Brandon Marsh Nature Centre.

Key Responsibilities:

1. Catering assistant

- 1.1 Serve customers using the till and adhering to procedures to ensure correct entry of items and accurate financial recording.
- 1.2 Prepare food and drinks for customers in line with the Catering Management System guidelines and Food hygiene regulations.
- 1.3 Maintain accurate records in relation to food storage and preparation in line with the Catering Management System.
- 1.4 Participate in the cleaning rota to ensure the catering area is maintained to the required standards of the Catering Management System.
- 1.5 Ensure that the tables, chairs, bins and general environment of the cafe and surrounding area is kept clean and tidy.

- 1.6 Help to clean items (by hand or by dishwasher) so that there is adequate equipment available to serve customers.
- 1.7 Carry out facility checks as required.
- 1.8 Be an active part of the Warwickshire Wildlife engagement team. Be able to speak to customers about Warwickshire Wildlife Trust, the nature reserve and membership which is communicated through your personal passion for wildlife.
- 1.9 To undertake other duties as requested by the Catering Manager and Catering Supervisor.

2. General Responsibilities

- 2.1. Promote the work, mission and vision of the Trust at all appropriate times
- 2.2. Ensure a high level of customer service in all dealings with the public.
- 2.3. Use every opportunity commensurate with other duties to contribute to the Trust's membership recruitment, fundraising and engagement of people.
- 2.4. Ensure continuous development of skills and knowledge required for the post, undergoing training and performance review as required by the Trust.
- 2.5. Work within all the policies and procedures of the Trust, ensuring own compliance with the Trust's health and safety policies and procedures and that of any resources for whom you are responsible.
- 2.6. Work at all times within the Warwickshire Wildlife Trust's Equal Opportunities Policy and to promote equal opportunities.
- 2.7. Comply with all legal and contractual obligations concerning the responsibilities of your post, with particular attention to the Catering Management System procedures.
- 2.8. Carry out any other reasonable duties commensurate with the level of responsibility of the post, as requested by your line manager, Centre Manager or the Chief Executive.
- 2.9. Be available to work out of hours with regular weekend, evening and bank holiday working a requirement of the role.



Personal Specification

Experience	Essential	Desirable
Food preparation in a busy catering environment	✓	
Ability to deliver high standards of customer service	✓	
Use EPOS till systems		✓
Qualifications and working knowledge of food hygiene and safety legislation, (minimum expected is Food Hygiene Level 2)		✓
Willing to work as part of a team and supporting colleagues in their day to day work.	✓	
Working in a public facing environment	✓	
Knowledge		
Knowledge of appropriate legislation and Health and Safety		✓
Till/EPOS systems and general retailing	✓	
Skills		
Desire to show excellent customer service	✓	
An enthusiasm for engaging with people	✓	
A range of communication skills suitable for many different types of audiences	✓	
A talent for thinking flexibly and creatively	✓	
Strong communication skills	✓	
Ability to sell our "product" to new audiences	✓	
Personal Qualities		
Engaging representative for the Trust	✓	
Excellent interpersonal skills	✓	
Enjoyment of dealing with people and the ability to build rapport with customers quickly	✓	
Sound judgment with a calm, confident, mature and pragmatic approach	✓	
Determination to succeed	✓	
Willingness to be flexible over days and hours of work.	✓	

GENERAL INFORMATION FOR THE POST AND GUIDANCE FOR COMPLETING AN APPLICATION FORM FOR WARWICKSHIRE WILDLIFE TRUST

Further information can be found on our web site:

www.warwickshirewildlifetrust.org.uk

It is our intention to appoint the best candidate for every vacancy and to do this fairly we need all applicants to provide relevant information about themselves. This information should relate directly to the requirements of the job, which are listed in the job description and person specification and which are regarded as essential in order to work effectively in post.

We welcome applicants to get in contact about the position if they require further information or want to discuss specific elements of the role. If you want to get in contact please contact the recruiting officer detailed as below:

Email: HR@wkwt.org.uk

Your application form should provide us with as much relevant information as possible, in as clear and concise a manner as possible.

Please complete all sections of the form. It may be helpful to do a rough draft first. Please write as clearly as possible.

Specifically where the application form asks for relevant education, training and qualifications, we do not need a full account of your education here but please mention qualifications and/or training which are necessary or relevant to the job.

The section for Relevant Skills, Knowledge and Experience is the most important part of the form. You should use the Person Specification as subheadings providing evidence under each point so we can make an assessment of your suitability.

If you do not use headings provided, the interview panel may have difficulty in determining your suitability for the post.

A Note about CVs

You are welcome to attach your CV but without an accompanying (completed) application form, it will NOT be considered. You must complete the application form in full so that we can receive the same type of information from all applicants and so that you directly address the requirements of the job. Unfortunately writing 'see CV or words to the effect, on the relevant areas of the Application Form is not acceptable and will result in your application not being considered for short-listing.

References

You should nominate two referees to whom we can turn for a confidential reference, one of whom should be your current or most recent employer. References will only be taken up for those candidates chosen for interview or, with regard to your current employer, on offer of contract.

The provision of false or misleading information by a candidate who is appointed will be grounds for termination of employment without notice.

Selection and Assessment

The selection panel will comprise of at least 2 people and they will consider your anonymised application objectively. They will assess whether you have addressed the shortlisting criteria detailed in the Person Specification and whether you have provided sufficient evidence in your personal statement.

Where there is high volume of applications, the selection panel will shortlist the candidates who have best demonstrated that they meet the requirements. Please remember that the selection panel is not able to make assumptions about what is written in your application, so be explicit about how you meet the criteria.

The assessment will consist of an interview designed to give candidates an opportunity to demonstrate their skills and suitability for the post. Details will be sent to short-listed candidates.

The application deadline will be N/A.

All our offers of employment are made, subject to some pre-employment checks, including confirmation of relevant qualifications.

Equal Opportunities Monitoring Form

Warwickshire Wildlife Trust needs to make sure that we adhere to our equal opportunities policy and so we need to monitor our recruitment process. Candidates are asked to complete the form as accurately as possible. The monitoring form will be kept separate from your application form and will not be considered as part of the shortlisting process.

Individual monitoring forms will be securely destroyed after 6 months. However, the information supplied will be collated and retained for future analysis – personal information will not be included in this.

Criminal Records

Some posts within Warwickshire Wildlife Trust are exempt from some provisions of the Rehabilitation of Offenders Act 1974 because they involve working with vulnerable adults or children or have access to sensitive information. In these cases, the Trust is entitled to ask for details of all spent and unspent convictions.

Please refer to our recruitment of ex-offenders procedure. If a conviction is declared on an application form the applicant will be requested to complete a Self-Declaration Form. This will be viewed by the Trust's safeguarding panel to determine the relevance of any disclosed information to the position applied for.

If you are successful at being appointed to one of these posts, we will ask you to complete a form from the DBS and any offer of employment will be subject to a DBS clearance.

Please note that a criminal record will not necessarily prevent you from being employed by Warwickshire Wildlife Trust and each case will be considered individually.

Work Permit

Applicants who are not an EU citizen may need a work permit to work in the UK.

If you are appointed, you will need to provide proof that you are entitled to work in the UK prior to starting work with the Trust.

GDPR and data protection

Warwickshire Wildlife Trust is committed to keeping the people's personal data safe. Your application form will be treated in the strictest confidence. In line with its privacy policy <http://www.warwickshirewildlifetrust.org.uk/privacy> Warwickshire Wildlife Trust only uses the personal data you supply for the legitimate interest of this application process. Following the completion of the recruitment process all unsuccessful applications are securely destroyed. The successful candidate's application is retained within a newly created personnel file for the individual.

Salary

Your initial salary will be based on your skills, knowledge and experience, and pay will be reviewed annually by the Trust however a pay review will not automatically result in a pay increase. A pay increase will be dependent upon the financial performance of the Trust. You will be paid monthly in arrears by credit transfer to a bank or building society account.

Location

The post will be based at Brandon Marsh Nature Centre, Coventry.

Hours of work

This post is zero hours contract.



Holiday entitlement

Our holiday year runs from January to December. Full time employees get 25 days holiday per year plus bank holidays. For permanent members of staff this increases to 27 days after 2 years and 28 days after 5 years' service. This will be applied pro rata to the hours you work.

Pension

You will be automatically enrolled in the Warwickshire Wildlife Trust Stakeholder Pension Scheme after 3 months of continuous employment if you meet the eligibility criteria, though you may opt out. The Trust will contribute 7% of salary to the scheme and employee will contribute 4.5%.

Notice

If you choose to leave the Trust you will be required to give 1 months' notice.

Equal opportunities

Warwickshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs.

The purpose of this information is solely to provide prospective candidates with details relating to the post. It may not be construed as an offer of employment, nor does it form part of the contract of employment or the role profile.