



## ROLE DESCRIPTION AND PERSON SPECIFICATION

### Casual Café Assistant

#### BASE OF WORK:

Lackford Lakes Visitor Centre

#### WORK HOURS:

Casual worker agreement with variable hours within the visitor centre hours (Monday to Sunday 9:00am to 5:00pm). Shifts will be offered on an as-needed basis, including weekends, bank holidays and school holidays.

#### REPORTING TO:

Visitor Officer

#### CONTRACT OF EMPLOYMENT:

Casual Worker Agreement

## ROLE PURPOSE

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Suffolk Wildlife Trust is an inspiring and impactful organisation with a compelling vision for our county “[A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help](#)”.

In the decade to 2030, we are committed to scaling up our activities across the county, to bring nature back to Suffolk. Our aim is for 30% of our county to be connected and well looked after for nature by 2030, so that our species and habitats can recover and thrive – and for 1 in 4 people to be actively helping to achieve this.

As the Café Assistant, the post holder will deliver excellent customer care and high standards of service in the preparation and presentation of food and beverages, ensuring Lackford Lakes Visitor Centre is presented positively to visitors. The Café Assistant will play a key role in enhancing the visitor experience, supporting the café’s commercial success, and promoting Suffolk Wildlife Trust’s mission and strategic goals.

## MAIN RESPONSIBILITIES

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Every staff role has three key areas of focus known as the “Power of 3” to support our mission to bring nature back. Typically, you should expect to spend 80% of your time on these:

### 1. Retail and Catering

- Support the management, compliance & administration of stock and online ordering for catering and retail provisions at the visitor centre.
- Assist the Visitor Officers to develop catering and retail offerings, ensuring lines are refreshed and well merchandised.
- Prepare and present food and beverages to a high standard, maintaining consistency and quality.
- Maintain high standards of cleanliness and food hygiene in line with Suffolk Wildlife Trust policies and compliance regulations.

### 2. Visitor Experience & Fundraising

- Deliver exceptional customer care to all visitors, ensuring a welcoming and friendly atmosphere, being a point of contact for enquiries.

- Engage and encourage visitors to support and join Suffolk Wildlife Trust as a member or donate, attend learning activities or volunteer.
- Collaborate with the Lackford Lakes team, including staff and volunteers, to maintain high standards of visitor experience.
- Help visitors to get the best out of their visit with an enthusiastic approach to the work of the Trust on the reserve and wildlife to discover.

### 3. Visitor Centre Co-ordination & Administration

- Work with the Visitor Officers and Engagement Manager to achieve financial targets, including effective upselling techniques.
- Ensure all financial administration, operating processes, and security measures are adhered to.
- Participate in essential training required for the role.
- Ensure compliance with all Suffolk Wildlife Trust policies and procedures.
- Assist the Visitor Officers and Engagement Manager with the engagement, recruitment and management of the Visitor Centre volunteers.
- Promote positive working relationship with colleagues from across the Trust.

Use your skills and experience to contribute holistically to the Trust's vision for a Wilder Suffolk.

## PERSON SPECIFICATION

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### Essential:

- A personal commitment to Suffolk Wildlife Trust's mission to bring nature back.
- Strong interpersonal, communication and customer service skills.
- Strong teamwork skills with the initiative to work independently.
- Confident in preparing and serving food in a café.
- Confident in cleaning procedures.
- Able to work well in a fast-paced environment alongside staff and volunteers.
- Good level of Maths and English.
- Good IT skills and using Microsoft 365 including Teams and SharePoint.

### Desirable:

- Prior experience working in a similar environment.
- Prior experience and knowledge of stock control processes, including ordering and receiving goods.
- Experience using EPOS (Electronic Point of Sale) till systems.
- Barista skills and experience in making speciality coffee beverages.

## OUR CULTURE

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[Our organisational culture matters to us and enables us to achieve more for wildlife.](#)

Your role description explains the three key areas of focus of your role. What is equally important is how you do it. Suffolk Wildlife Trust is a gutsy organisation - we show courage, determination and spirit, learning from experience and embracing new ideas.

We are driven by our shared values and passion for nature and support each other – staff and volunteers - to be the best we can to deliver for nature. We constantly strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

## ADDITIONAL INFORMATION

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- Casual worker agreement
- Available hours will be during the visitor centre hours (Monday to Sunday 9:00am to 5:00pm) covering weekends, bank holidays and school holidays.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Suffolk.

- The role requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.

## **WILD ABOUT INCLUSION**

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Suffolk Wildlife Trust is committed to an inclusive and diverse workplace where everyone is welcome. As a conservation charity, we recognise the importance of diversity in both nature and our workforce of staff and volunteers. We strive to ensure that everyone feels valued and empowered to contribute to our vision of “A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help”.