

# Café Assistant

## Carlton Marshes Visitor Centre

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.







**Carlton Marshes Visitor Centre**

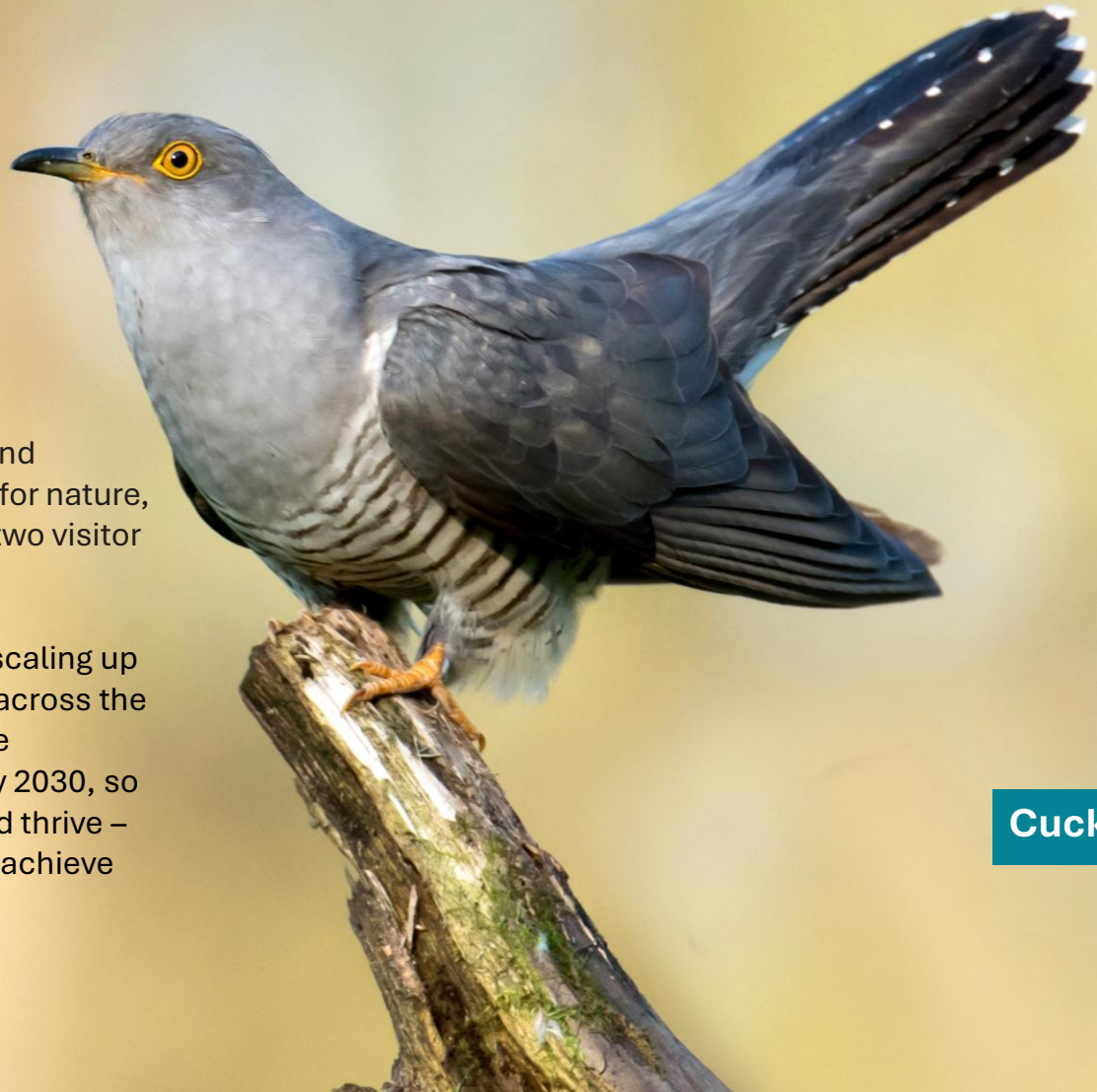


**Suffolk Wildlife Trust is the county's nature charity – protecting and restoring Suffolk's wildlife.**

Since the Trust was founded in 1961, we have been leading conservation efforts in Suffolk and have safeguarded some of the county's most important wildlife areas as nature reserves.

As a grass-roots organisation, we aim to deliver our ambitious mission to **'Bringing Nature Back'** by inspiring people and empowering communities to care and to act for nature, as well as managing our 50 nature reserves, two visitor centers and advocating for wildlife.

In the decade to 2030, we are committed to scaling up our conservation and engagement activities across the county. 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.



**Cuckoo**

# The Opportunity

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As a Café Assistant you will deliver warm & welcoming service to every visitor, helping to make their experience at Carlton Marshes enjoyable and memorable. You will be a friendly first point of contact, providing excellent customer care, answering queries, serving refreshments and helping to connect visitors with Suffolk Wildlife Trust's mission by signposting membership, events, learning activities and opportunities.

You will be hands-on in the day-to-day operation of the café, preparing and presenting hot & cold food and beverages to a high standard, keeping displays attractive and well stocked and maintaining excellent levels of cleanliness and food hygiene. You will support stock ordering and deliveries, follow HACCP procedures and ensure the café space always looks inviting, comfortable and well cared for as part of the wider visitor experience at Carlton Marshes.



Visitor Centre



# The Opportunity

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Alongside this, you will contribute to the café's commercial success by following financial procedures, using the till accurately, supporting upselling & donations and supporting income targets. Above all, you will use your skills and enthusiasm to support both the café and the Trust's wider vision for a Wilder Suffolk.

The Café Assistant will be a friendly and customer-focused person with experience in cafés, hospitality or similar customer-facing roles. You'll be confident engaging with visitors, working as part of a team including our wonderful volunteers, handling payments accurately and staying calm during busy periods. A basic understanding of food hygiene and health & safety, good time-management and a tidy, well-presented working style are important, along with enthusiasm, a can-do attitude and a genuine interest in supporting the work of Suffolk Wildlife Trust.



**Serotine Bat**





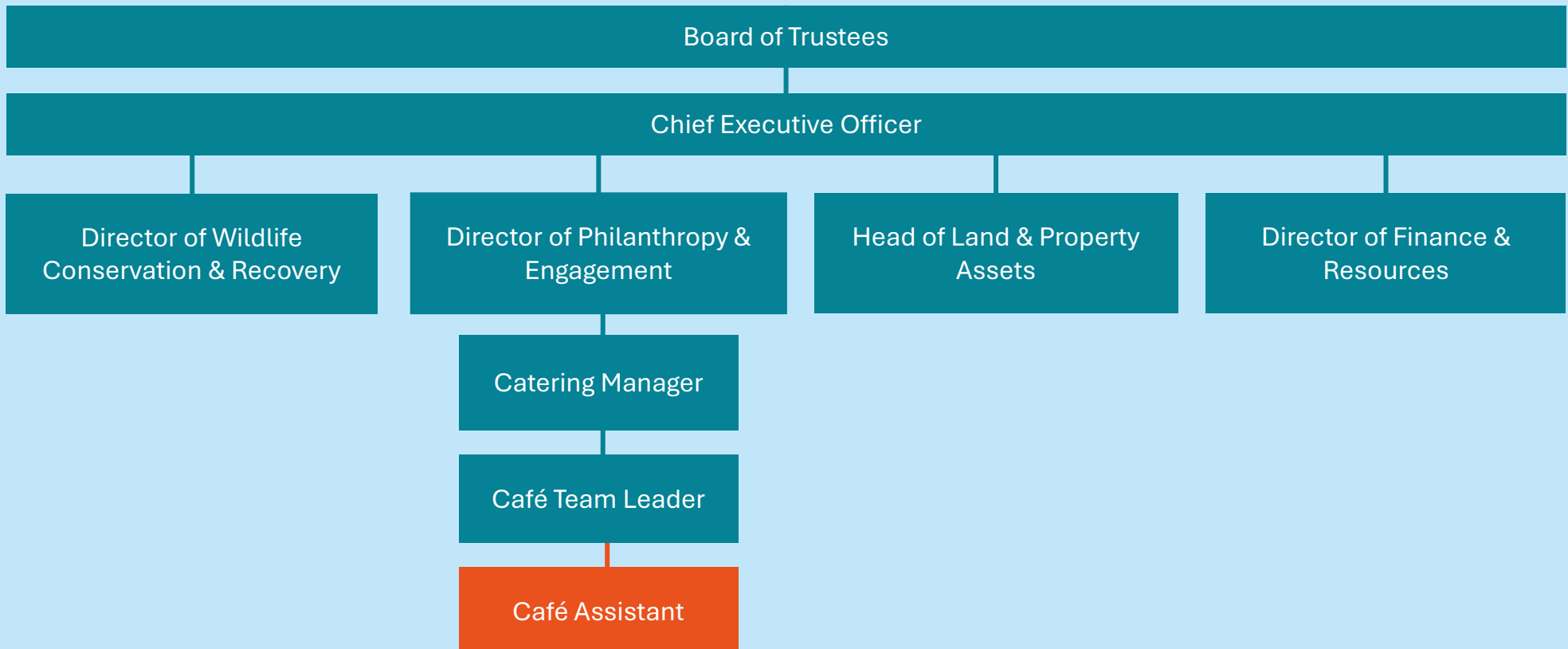
Marsh Harrier

# About Suffolk Wildlife Trust

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## Suffolk Wildlife Trust is an organisation that makes a difference

We are a registered charity with a Board of Trustees, 100 members of staff, 1,200 volunteers and 28,000 members. The Trust is part of The Wildlife Trusts – a UK federation of 46 local Wildlife Trusts through the UK that together has a powerful collective voice with over 850,000 members and caring for more than 2,300 nature reserves. Suffolk Wildlife Trust have five departments, each with a senior leader or ‘Head of’ responsible for a key area of activity and a team of Managers who bring operational leadership to their area of activity.









# About the Role

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**Every staff role has three key areas of focus that directly support our mission to bring nature back.** Typically, you should expect to spend 80% of your time on:

## 1. Customer Service and Visitor Engagement

- Deliver exceptional customer care to all visitors, ensuring a welcoming and friendly atmosphere.
- Engage and encourage visitors to support and join Suffolk Wildlife Trust, attend learning activities, or volunteer.
- Collaborate with the Carlton Marshes team, including staff and volunteers, to maintain high standards of visitor experience.

## 2. Café Operations and Food Service

- Prepare and present food and beverages to the highest standard, maintaining consistency and quality.
- Support the ordering of goods and accurately receive deliveries to ensure stock control and compliance with HACCP procedures.
- Ensure the café is attractively merchandised, maintaining appropriate stock levels.
- Maintain high standards of cleanliness and food hygiene in line with Suffolk Wildlife Trust policies.



**Water Vole**

Credit: Gavin Durrant



## 3. Commercial and Administrative Support:

- Work with the Team Lead and Assistant Team Lead to achieve financial targets, including effective upselling techniques.
- Ensure all financial administration, operating processes, and security measures are adhered to.
- Participate in continuing professional development and training, as agreed with your manager.
- Ensure compliance with all Suffolk Wildlife Trust policies and procedures.

## Our culture matters to us and enables us to achieve more for wildlife

Suffolk Wildlife Trust is a gutsy organisation. We are driven by our shared values for nature & support each other to be the best we can. We constantly strive to communicate & collaborate brilliantly, representing the wildlife trust in a welcoming, professional & well-informed manner.



Dormouse



# Our Workplace Culture at Suffolk Wildlife Trust

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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 beliefs, values, passion for nature and supporting each other – staff and volunteers - to be the best we can to deliver for nature.

We strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

## **Supporting Colleagues**

This is a cross-team role, providing support to colleagues and our wonderful volunteers through the systems and processes you manage, and your can-do attitude and approach.







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	Essential	Desirable
A personal commitment to Suffolk Wildlife Trust's mission to bring nature back	✓	
Customer service experience & preparing and serving food in a café or similar environment.	✓	
Knowledge of stock control processes, including ordering and receiving goods.	✓	
Barista skills and experience in making speciality coffee beverages.	✓	
Experience using EPOS (Electronic Point of Sale) systems.	✓	
Ability to work efficiently in a fast-paced environment.	✓	
Strong teamwork skills with the initiative to work independently when needed.	✓	
Commitment to delivering high standards of customer service and visitor care.	✓	
A personal commitment to Suffolk Wildlife Trust's mission to bring nature back.	✓	



## Terms and Conditions

This is a permanent role based at Carlton Marshes, near Lowestoft. The working hours are 24 hours per week from April to October and 18 hours per week from November to March (both over four days a week), with a working pattern of Sunday to Wednesday (including weekends and bank holidays). Occasional evening work may be required to support activities and events and the starting salary is £13,333.60 per annum (FTE £23,810.00).

## Employee Benefits

Annual leave entitlement starts at 33 days per annum (including Bank Holidays), increasing annually to 38 days (FTE) plus employees receive an extra day off for their birthday.

We offer a 9% employer pension contribution with no employee contribution required, free 24-hour Employee Assistance Programme, free life insurance from day one of employment, free access to a private GP for themselves and their household and discounts at high street retailers. Staff can also enjoy a 10% discount in our visitor centre cafes, including retail plus public engagement staff receive logo clothing.

As part of our team, you'll join a passionate organisation dedicated to enhancing the natural world, with opportunities to work across some of the most beautiful locations in the county.



Nightingale



# How to apply

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To apply for this opportunity, please submit an application via our website by 9:00am on Monday 29 December 2025. The application process will include uploading a CV and optional cover letter.

The interviews are planned for Tuesday 06 January 2026 at Carlton Marshes Visitor Centre. Please indicate on the application your availability for interview (between 9:30am and 4:00pm).

If you would like an informal discussion about the role, you can email me on [Claire.bishop@suffolkwildlifetrust.org](mailto:Claire.bishop@suffolkwildlifetrust.org)

Thank you for your interest in bringing your talents, experience and skills to Suffolk Wildlife Trust. I look forward to receiving your application.

Clarie Bishop  
**Catering Manager**



**Dragonfly**





**Together, we can create a  
wilder Suffolk for everyone**