

ROLE DESCRIPTION & PERSON SPECIFICATION

Café Assistant

BASE OF WORK:

Carlton Marshes Visitor Centre

REPORTING TO:

Carlton Café Team Lead

CONTRACT OF EMPLOYMENT:

Permanent

ROLE PURPOSE

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 the highest standards of service in the production and presentation of food and beverages at Carlton Marshes Visitor Centre. 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.

MAIN RESPONSIBILITIES

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. 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.

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.

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

PERSON SPECIFICATION

Essential:

- 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.

OUR CULTURE

[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

- The role will be working on a rota basis, four out of seven days each week including weekend and bank holidays (24 hours/week April – October, 18 hours/week November – March). There may be occasions for evening work to support activities and events.
- The visitor centre is open all year round, staffed from 9:00am to 5:00pm Monday to Sunday.
- 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

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”.