

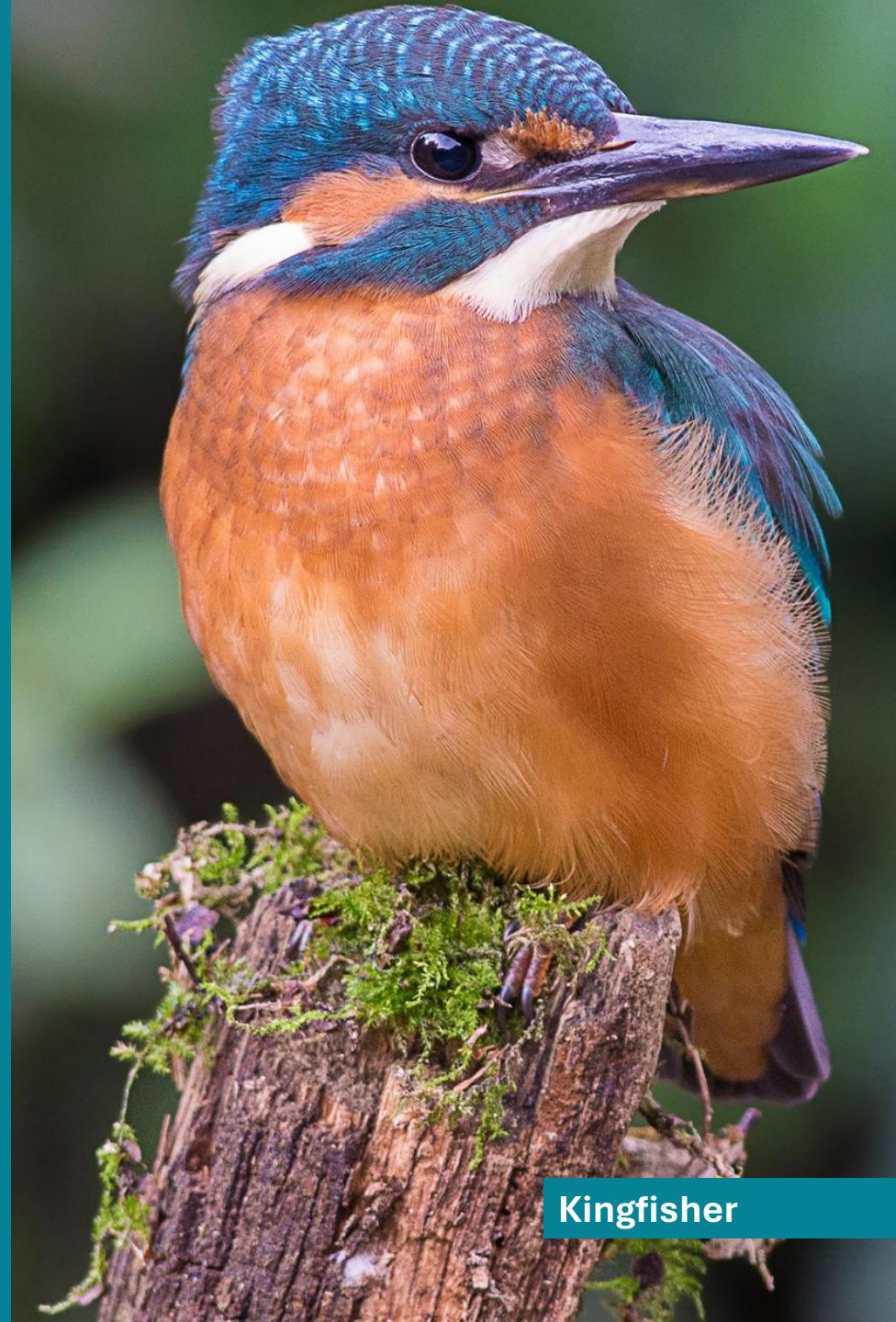


Suffolk
Wildlife Trust

Assistant Café Team Leader

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”**.



Kingfisher

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 ambition to '**Bring nature back**' by inspiring people and empowering communities to care and to act for nature, as well as managing our 50 nature reserves and advocating for wildlife.

Leading up 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.



Dragonfly

About Carlton Marshes Visitor Centre

3

Carlton Marshes, located in the Waveney Valley at the southern tip of the Norfolk Broads near Lowestoft and part of the Suffolk Broads, is a mosaic habitats including grazing marsh, fens, peat pools, meadows, dykes and scrub that have evolved over centuries to support specialised wildlife.

In 2019, the National Lottery Heritage Fund invested over £4 million, with matching support from Suffolk Wildlife Trust donors, to create 1,000 acres of wild space. Cowper Griffith Architects were commissioned to design a flagship visitor and education centre that replaces outdated facilities while emphasising community engagement, inclusive access and low energy.

Strategically placed beside the watercourse, the visitor centre offers panoramic reserve views and a relaxing atmosphere to enjoy freshly baked goods, refreshments and a gift shop area. It also connects to an all-weather network of paths and viewpoints. The surrounding landscape features a play area and a picnic lawn with easy servery access. The winged roof directs rainwater into a clear pond before discharging into the watercourse, and the sustainable timber superstructure (using Glulam and Cross Laminated Timber) forms striking zigzag portal frames both indoors and out.



Our Ambition

To protect and restore 30% of Suffolk's land and sea for nature's recovery



Carlton Marshes Visitor Centre

The Assistant Café Supervisor role

5

As the Assistant Café Team Leader, you will play a key role in supporting the smooth, day-to-day running of the café and ensuring an exceptional experience for every visitor. Working closely with the Café Team Leader, you will help lead the café team to deliver outstanding service, maintain high standards of presentation and uphold the welcoming, nature-inspired atmosphere that defines the Carlton Marshes Visitor Centre.

You will have responsibility for key operational areas including food preparation, stock management, and staff supervision deputising for the Team Leader in their absence. Through your leadership, attention to detail and enthusiasm for great service, you will help ensure the café's success as a friendly, efficient and financially sustainable part of the visitor experience — while supporting Suffolk Wildlife Trust's mission to connect people with nature and bring wildlife back.

The successful candidate will have excellent communication and customer service skills, with confidence in preparing and serving food, maintaining high standards of cleanliness and working well as part of a team. Experience in a similar environment is essential, along with the ability to support and guide others in a busy setting. Proficiency with EPOS till systems and barista skills are desirable, as is previous experience in a supervisory or leadership role.



Could this be your next new role?

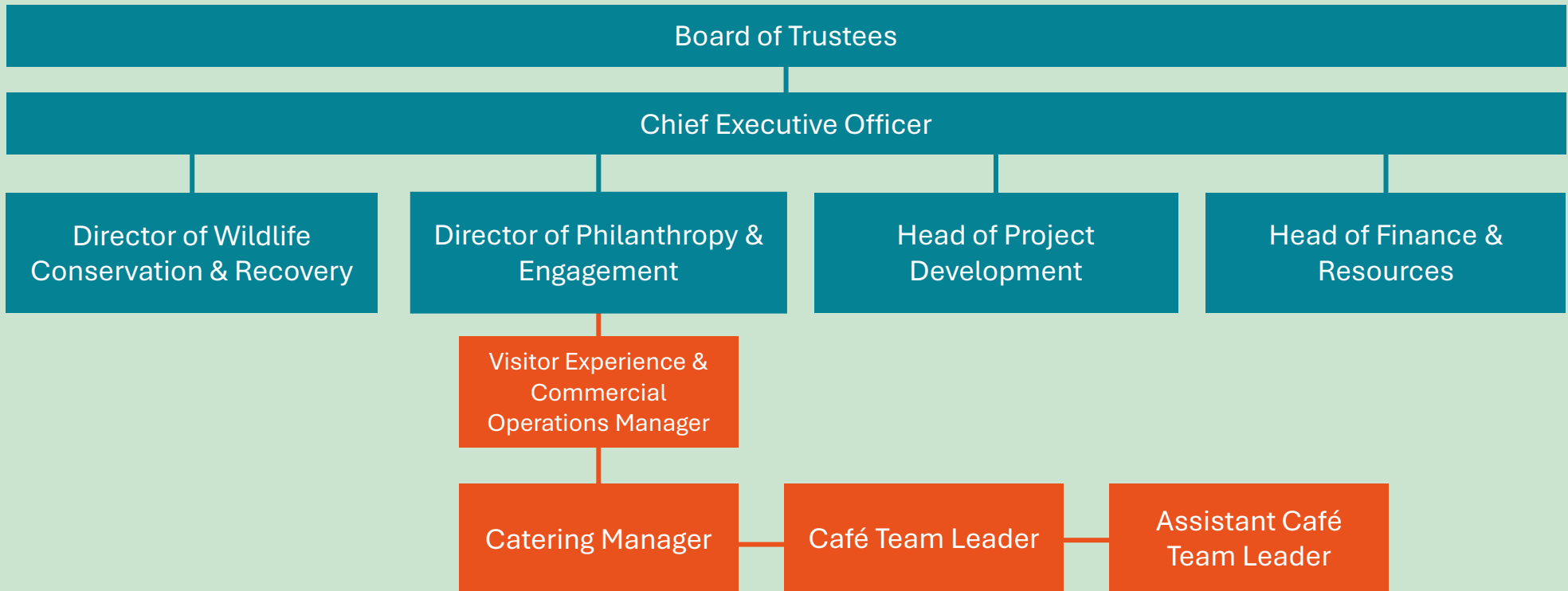
This is an exciting opportunity and the chance to make a real impact for nature

Department structure

6

Suffolk Wildlife Trust is an organisation that makes a difference.

We are a registered charity with a Board of Trustees, 100 members of staff, 1,300 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.





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. Operational Support & Leadership

- Deputise for the Café Supervisor and act as a key holder, including opening and closing the café and ensuring daily operations run smoothly.
- Support the Café Supervisor in achieving financial targets and maintaining high standards of service and efficiency.
- Organise and manage the daily café team in response to visitor numbers, including adjusting staffing levels and covering absences.
- Provide clear direction and support to café staff and volunteers to ensure a welcoming, professional, and inclusive visitor experience.

2. Food Preparation & Service Standards

- Assist with daily food preparation, including baking scones, making soup, and preparing sandwich fillings.
- Ensure all counters, display chillers, and signage are clean, well-stocked, and visually appealing.
- Maintain high standards of food hygiene and cleanliness throughout the kitchen and service areas.
- Complete daily food hygiene documentation and ensure compliance with all relevant policies and procedures.

3. Stock, Communication & Collaboration

- Monitor and maintain food and stock levels throughout the day, placing and receiving orders as required in line with HACCP procedures.
- Monitor and update relevant paperwork including cleaning schedules and banking sheets.
- Replenish till change and complete cashing-up and banking procedures when required.
- Create and publish weekly café-related social media content to promote the offer and engage.
- Liaise with the Visitor Experience team to ensure café and visitor centre spaces are clean, welcoming and well-prepared for daily use and pre-booked groups.
- Collaborate with the wider team to ensure the café is ready for the next day's service, including stock preparation and site readiness.



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.

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.



Our Culture Fosters Leadership

We empower our teams with a 'freedom within the framework' approach



Barn Owl

	Essential	Desirable
A personal commitment to Suffolk Wildlife Trust's mission to bring nature back	✓	
Experience working in a busy café or catering environment.	✓	
Confidence in leading a small team and supporting day-to-day operations.	✓	
Basic food preparation skills and understanding of food hygiene standards.	✓	
Excellent customer service skills and a friendly, professional manner.	✓	
Organised and proactive, with good problem-solving skills.	✓	
Comfortable using till systems and completing basic financial tasks such as cashing up.	✓	
Experience using social media to promote services (desirable).		✓
Knowledge of food hygiene and safety procedures, including HACCP (training can be provided).		✓
Ability to work collaboratively with other teams to deliver a high-quality visitor experience.	✓	
Full driving licence and access to a vehicle (desirable).		✓

Terms and Conditions

This is a permanent position working four out of seven days each week, including bank holidays and at least one weekend day each week on a rota basis. The working hours are:

- April to October - 28 hours per week over four days
- March to November - 26 hours per week across four days

The starting salary will be £17,675.00 per annum (FTE £24,375.00).

Employee Benefits

Annual leave entitlement starts at 33 days per annum (including Bank Holidays), increasing annually to 38 days (pro-rata for part-time employees) plus employees receive an additional 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.



Hedgehog

How to apply

15

To apply for this opportunity, please submit an online application via our website by 9:00am on Monday 23 January 2026. The application process will include uploading a CV and optional cover letter.

The interviews are planned for Thursday 29 January 2026 at Carlton Marshes Visitor Centre. Please indicate on the application your availability for interview.

If you would like an informal discussion about the role, you can email me at 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.

Claire Bishop
Catering Manager



Water Vole

Credit: Gavin Durrant



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