



Suffolk
Wildlife Trust

Cafe Assistant at Carlton Marshes

Casual Worker Contract



The Opportunity

As the Café Assistant, the role is focused on delivering excellent customer service, high standards in the preparation & presentation of hot and cold food and refreshments and ensuring the Visitor Centre is presented positively to visitors. The post holder will play a key role in enhancing the visitor experience, supporting the café's commercial success and promoting the work of Suffolk Wildlife Trust.

The post holder will, as part of the Carlton Cafe (& visitor experience) team, promote a welcoming atmosphere for visitors, actively encouraging them to support us and get involved - either through becoming a Member of Suffolk Wildlife Trust, discover our activities & events, explore the wider reserve or get involved in volunteering across our many available opportunities .

It is essential that the successful application has good, interpersonal, communication and customer service skills, confident preparing and serving refreshments, maintain excellent cleaning procedures and work well with others. Prior experience in similar roles, familiarity with stock control processes and proficiency in EPOS till systems are desirable, as are barista skills and experience making specialty coffee beverages.



Carlton Marshes

Carlton Marshes Visitor Centre

Nestled on the Suffolk Broads near Lowestoft, Carlton Marshes is Suffolk's largest nature reserve and a destination for wildlife enthusiasts throughout the year. Managed by us, the reserve features an expansive landscape of grazing marshes, pools, reedbeds and wet grasslands, creating a rich & diverse habitats. From the sight of marsh harriers to the reed warblers in summer and the golden hues of winter sunsets, every season reveals something special. In spring, the reserve bursts into life with the return of migratory birds and the emergence of insects, while wildflowers begin to colour the marshes.

Open daily, the visitor centre provides a warm & welcoming base for exploring the reserve. Staff & our wonderful volunteers are on hand to share their knowledge, help identify wildlife and offer insight into the Trust's conservation work. The visitor centre also features a café and retail shop, offering a relaxing space to enjoy views across the marshes while enjoying barista coffee, cakes & light refreshments.

As a Site of Special Scientific Interest (SSSI), Carlton Marshes plays a vital role in protecting important wetland habitats and species. It is home to a wealth of wildlife, including rare dragonflies, breeding waders and bitterns, making it not only a beautiful place to visit but also a crucial sanctuary for biodiversity.





Carlton Marshes

RECYCLE
CLEAN

Carlton Marshes

Credit: John Ferguson

About Suffolk Wildlife Trust

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

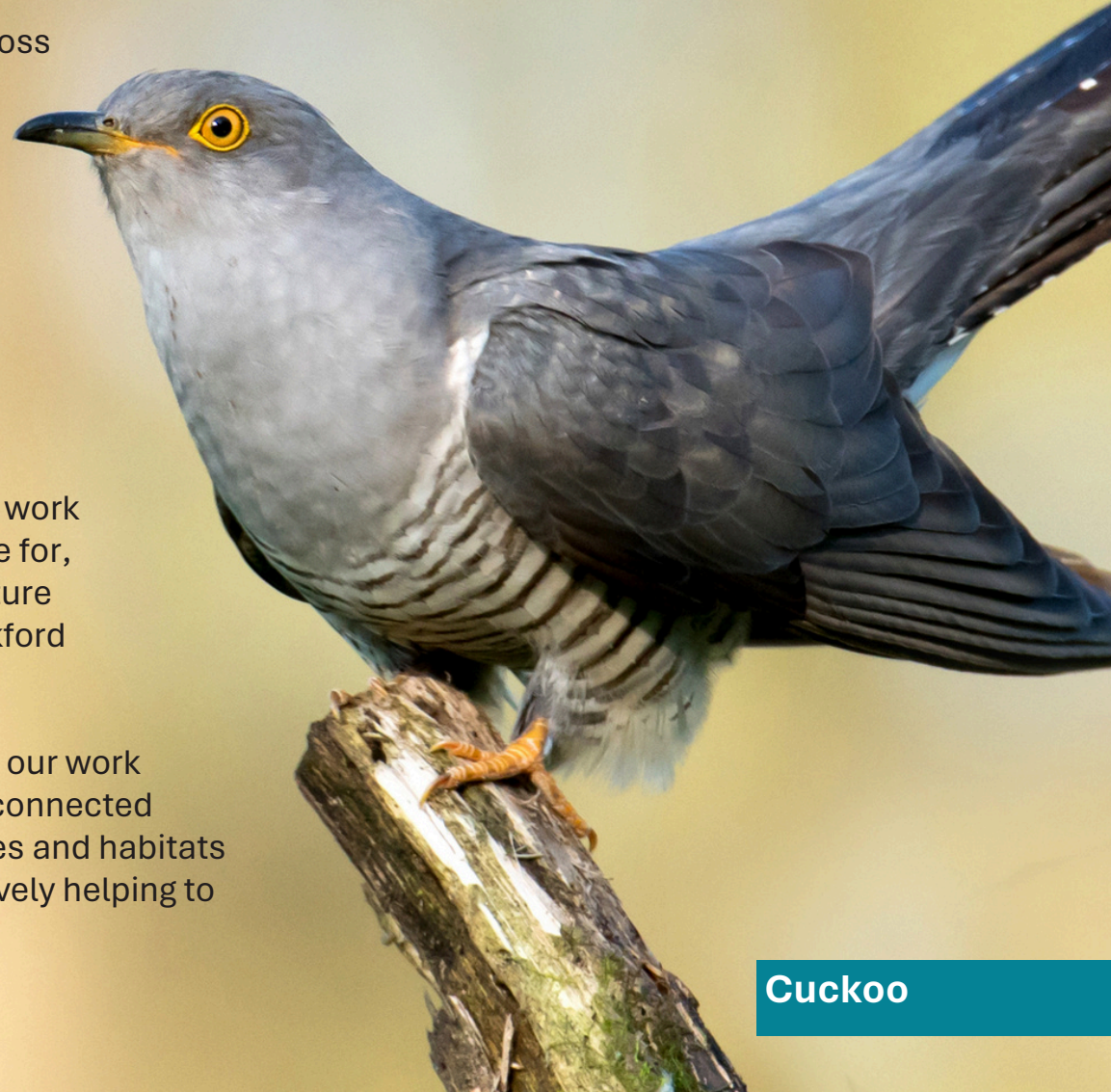
Founded in 1961, we have led conservation efforts across Suffolk for more than 60 years, safeguarding some of the county's most important wildlife areas as nature reserves.

Our Mission: Brining Nature Back to Suffolk

Our Vision: A wilder Suffolk, where nature is thriving and abundant, because everyone is united in valuing nature and doing more to help.

As a grassroots organisation, we deliver our ambitious work by inspiring people & empowering communities to care for, and act for, nature. Alongside this, we manage 50+ nature reserves & two visitor centres (Carlton Marshes & Lackford Lakes) and we advocate for wildlife across the county.

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



Cuckoo

Suffolk Wildlife Trust is an organisation that makes a difference.



We are a registered charity with a Board of Trustees, 1,300 volunteers & 28,000 members. We are 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 & caring for more than 2,300 nature reserves.



We employ around 100 staff across 15 departments, organised within three main directorates. Each directorate is led by a Director, and each department has an Operational Lead who provides leadership for a key area of activity.





Suffolk Wildlife Trust



- Nature reserves
- Larger reserves
- Larger reserves with visitor centres

Our Beliefs, Values & Culture

At Suffolk Wildlife Trust, our organisational culture matters to us. It enables us to achieve more for wildlife and it shapes how we work together every day. Your job description explains the three key areas of focus for your role. What is equally important is how you do it. We are a gutsy organisation - we show courage, determination & spirit - learning from experience & embracing new ideas. We are driven by our shared beliefs, organisational values & passion to achieve more for nature and by supporting each other - staff & volunteers - to be the best we can to deliver for nature.

Our Beliefs Anchor Us

Everything we do, and how we do it, is anchored in our fundamental belief in the natural world.

We believe:

Nature has value in its own right.

We all share a responsibility for nature.

Society thrives when nature thrives.

Our Values Guide Us

Our values guide how we operate and the decisions we make, so we can achieve more for nature:

Tenacity: We lead by example and are gutsy in our ambition for nature and in how we use our voice.

Inclusion: We value and respect diverse voices & thinking to advocate and act for nature.

Pragmatism: We are impact-led in the methods, solutions and partnerships we choose to drive nature's recovery.

Our Culture Empowers Us

Our culture is how we work together, supporting each other, and empowering our county, to achieve more for nature:

Nature-led: We are driven by a shared passion for nature and support each other to be the best we can.

Collaborative: We communicate and collaborate brilliantly to amplify our impact and celebrate each other's achievements.

Trusting: Our staff and volunteers are trusted and accountable to deliver our ambition for nature.

Reflective: We are evidence-led, we challenge ourselves, and we embrace new ideas and learn from experience.

Safe: We always work safely and responsibly.

Role Description

Every role has three key areas of focus known as the “Power of 3” to support our mission, vision & strategic goals. Typically, you should expect to spend 80% of your time on the following:

1. Customer Service & 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 team, including staff and volunteers, to maintain high standards of visitor experience.

2. Café Operations & 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.



Coot

3. Commercial and Administrative Support

- Work with the Catering Manager 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.



Person Specification

Essential

- Competent IT skills, including Microsoft Office, Teams & SharePoint and CRM systems (e.g. Access CRM).
- A personal commitment to Suffolk Wildlife Trust's mission to bring nature back.
- Café/hospitality/customer service experience in a café or similar environment.
- Strong knowledge of stock control processes, including ordering and receiving goods.
- Ability to work efficiently in a fast-paced environment.
- Strong communication, teamwork & customer service skills.
- Commitment to delivering high standards of customer service and visitor care.
- Experience using EPOS (Electronic Point of Sale) systems.
- Barista skills and experience in making speciality coffee beverages.
- Available hours will be during the visitor centre hours (Monday to Sunday 9:00am to 5:00pm) covering weekends, bank holidays and school holidays.



Terms & Conditions

Terms & Conditions

The role is on a casual worker contract based at Carlton Marshes near Lowestoft. Available hours will be during the visitor centre operating hours (9:00am to 5:00pm Monday to Sunday) covering weekdays, weekends, bank holidays and school holidays.

Under a casual worker agreement there are no set hours of work. Hours worked the rate of pay will be £12.71 per hour plus holiday pay paid monthly based on hours worked.

Disability Confident Employer

We are a Disability Confident employer committed to making our recruitment processes & workplace culture inclusive & fair for all. Information can be provided in alternative & accessible formats on request to peopleandculture@suffolkwildlifetrust.org. We offer an interview to disabled applicants who meet the minimum criteria for the role and provide reasonable adjustments where needed during recruitment and in the workplace.



Kingfisher

How to Apply

To apply for this opportunity, please submit an application via our website by 9:00am on Tuesday 21 April 2026.

The interviews are planned for week commencing 27 April 2026 at Carlton Marshes visitor centre.

If you would like an informal discussion about the role, you can email me on 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
Cafe Catering



Dragonfly



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