

ROLE DESCRIPTION & PERSON SPECIFICATION

CAFÉ ASSISTANT

BASE OF WORK

Carlton Marshes Visitor Centre

CASUAL WORKER AGREEMENT

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:

Café Supervisor

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 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.

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

PERSON SPECIFICATION

- A personal commitment to Suffolk Wildlife Trust's mission to bring nature back.
- Competent IT skills (we use Microsoft 365)
- Café/hospitality/customer service experience in a café or similar environment.
- Knowledge of stock control processes, including ordering and receiving goods.
- Able to work well in a busy 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 coffee beverages.

ADDITIONAL INFORMATION

- 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.
- Available hours will be offered during the visitor centre operating hours (9:00am to 5:00pm Monday to Sunday). We also welcome applications from College and/or University students looking for work during the School Holidays.

OUR BELIEFS, VALUES & CULTURE

At Suffolk Wildlife Trust, our organisational culture matters. It helps us achieve more for wildlife and shapes how we work together every day. Your job description sets out what you'll do; what matters just as much is how you do it. We are a gutsy organisation - showing courage, determination & spirit - learning from experience and embracing new ideas. We are driven by our shared beliefs, organisational values and passion to achieve more for nature, and by supporting one another, staff & volunteers, to deliver our best.

Everything we do is anchored in our fundamental belief in the natural world: nature has value in its own right, we all share a responsibility for it and society thrives when nature thrives. Our values guide our decisions and how we operate: we show **tenacity** by leading by example and using our voice boldly for nature; we champion **inclusion** by valuing and respecting diverse voices and thinking; and we practise **pragmatism** by focusing on impact & choosing the methods, solutions and partnerships that best support nature's recovery. Our culture brings these beliefs and values to life: we are nature-led, collaborative and trusting; we are reflective and evidence-led & we always work safely and responsibly.

WILD ABOUT INCLUSION

We are committed to being an inclusive organisation where everyone is welcome. As a conservation charity, we recognise the value of diversity both in nature and in our staff & volunteers. Suffolk Wildlife Trust is an organisation where everyone feels respected, valued & empowered to contribute, so that together we can deliver our vision, mission & strategic goals for a wilder Suffolk.