Gloucestershire Wildlife Trust

Registered Charity Number 232580

Job Description

Job title: **Food and Beverage Team Member**

Job Purpose: The role is responsible for delivering outstanding customer service to visitors while in the process of serving food and beverages.

Salary: £12.60 per Hour/Real Living Wage Equivalent

Contract: Permanent (4 days over 7, 20 Hours a week)

Responsible to: Food and Beverage Manager

Liaison with: General Public

Our purpose and values

As humans, we're an integral part of a resilient, dynamic and interconnected natural world. We believe that nature holds the key to addressing some of the most pressing challenges facing society today. We work locally with evidence and experience in the service of wildlife and communities. Together, we can deliver natural solutions both small and large, from doorstep to landscape, that grow hope for a wilder future. We show how we care for nature, our partners and each other through our values:

- We are ambitious for nature and people
- We collaborate to achieve more
- We are dedicated to inclusion and nature for all
- We act with responsibility

What we do

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We own and manage 46 nature reserves across the county, all of which offer free access for visitors. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment. Projects form a big part of what we do, ranging from small straightforward projects on our reserves or within communities, through to complex multi-million programmes with diverse funding and stakeholder partnerships.

Our strategy for 2030 is ambitious, but we believe we can deliver it by:

- Creating bigger, better, more, and connected wild places where people and wildlife can thrive
- Helping people reconnect with a sense of belonging in Nature
- Ensuring that we are Fit For the Future as an organisation

Introduction to the job role

As a member of the Food and Beverage Team (F&B Team), you will deliver outstanding customer service to a broad range of customers. You will assist in the effective operation of the F&B offer in a variety of duties. This will include, but are not limited to, basic food and beverage preparation, maintaining presentation standards and supervised kitchen tasks. You will endeavour to maximise sales so that the profit can be reinvested in the conservation work of Gloucestershire

Outline of main responsibilities

- Basic Food and beverage preparation.
- Deliver Exceptional Service for everyone all the time
- Maintain high standards of presentation at all times (Personal, Work Area, Food and Drink)
- Maintain a safe and hygienic preparation area, following the GWT Food Safety Management system
- Communicate the key message of Gloucestershire Wildlife Trust to visitors
- Be aware of sales targets and work to exceed them via upselling and recommendation
- Maintain accurate stock records and action stock checks as and when directed
- Comply with relevant legislation and Gloucestershire Wildlife Trust policies to minimise the risk to staff public and contractors
- Undertake washing up and general cleaning duties to maintain high presentation and cleanliness at all times.
- Receive and check deliveries in a timely manner.

Person specification

- Excellent Customer Service Standards
- Able to follow guidelines and present food and drink to the specified standards
- Good Level of Numeracy
- Good Communication Skills
- Awareness of Health and Safety Requirements
- Willing to train in basicknowledge of Food Hygiene and Health & Safety compliance requirements.
- Ability to learn till and stock control systems and procedures
- Interest in developing product knowledge
- Ability to promote products to meet sales targets
- Previous Experience working as part of a team

Terms of Employment

This is a permanent post working 20 hours a week and is subject to a six-month probationary period. Due to the nature of the work, the shift pattern will be 4 days over 7 working pattern with occasional evening work for which overtime will be paid. F&B Team Members can expect to work anytime between 9am and 5.30pm.

We offer a rounded benefits package to include life insurance of three times salary, a contributory pension scheme with generous employer contributions and an employee assistance programme. The postholder is entitled to 33 days paid leave per year pro rata (rising to 38 days through service) (inclusive of bank and public holidays) as well as two volunteering days. Bank Holidays are considered normal working days, with no entitlement to double time. However Boxing day and New Years Day will be paid at time and half.Other discounts and benefits are available too.

Your main place of work will be at Robinswood Hill Country Park in Gloucester but occasional shifts may be required at other Gloucestershire Wildlife Trust sites.

It is the nature of the work of Gloucestershire Wildlife Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks that are not specifically covered in the Job Description are undertaken, including providing cover for absent staff in order to maintain organisational effectiveness.

As part of its commitment to investing in its people, GWT trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the over-riding priorities of the Trust. An appraisal process is carried out every year.

Major changes to duties and responsibilities and reasonable notice will be given before implementation.

Equality, Diversity and Inclusion

Gloucestershire Wildlife Trust is committed to encouraging equality, diversity and inclusion among its workforce, and eliminating unlawful discrimination, harassment and victimisation. The Trust's policy is to provide equality, fairness and respect for all staff, whether temporary, part-time or full-time; ensure no unlawful discrimination against the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation; and to oppose and avoid all forms of unlawful discrimination. A full copy of the policy is available on request.