

Food and Beverage Team Member

Are you ready to serve up something extraordinary ?

Job Purpose:

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

Location: Robinswood Café, Robinswood Hill (RWH), Reservoir Road, Gloucester GL4 6SX.

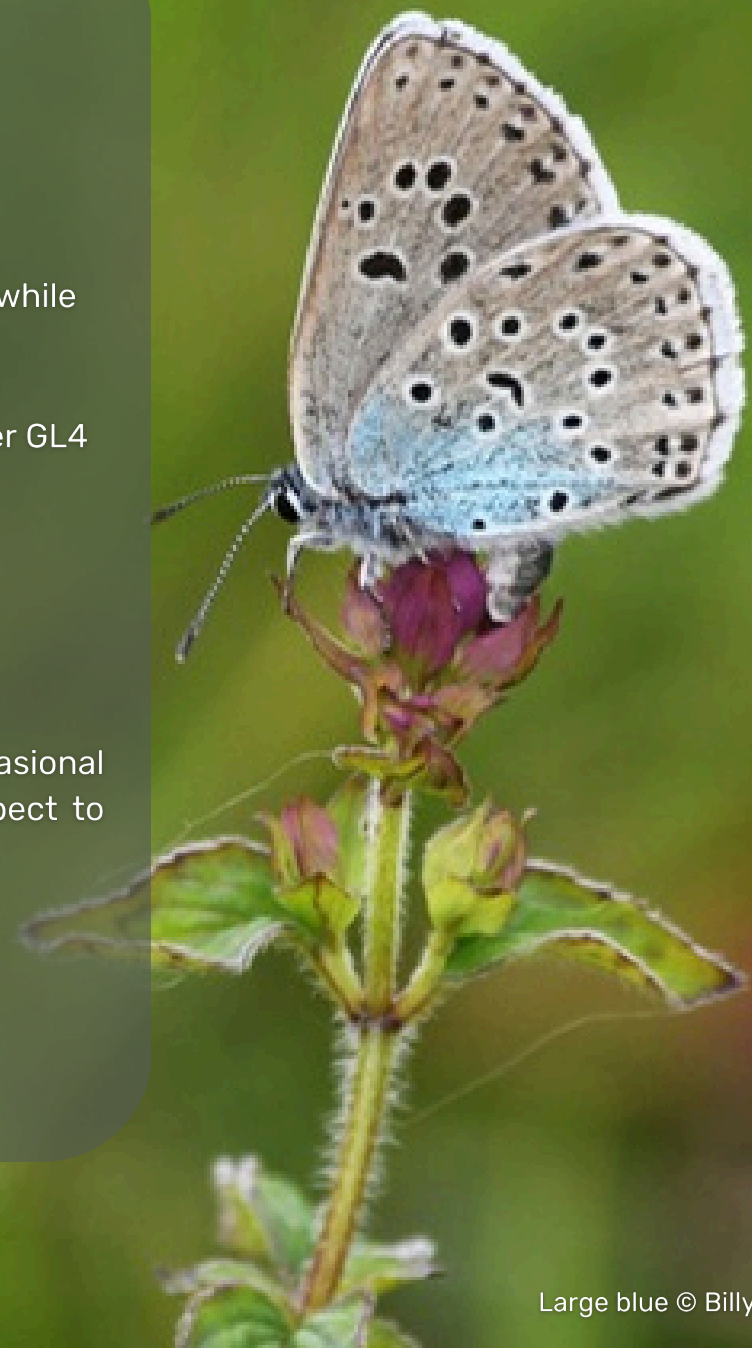
Term: Permanent.

Salary: £12.60 per Hour/Real Living Wage Equivalent

Working hours: 20 hours per week. 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.

Reports to: Food and Beverage Manager.

Liaison with: General Public.





Our Purpose and Values

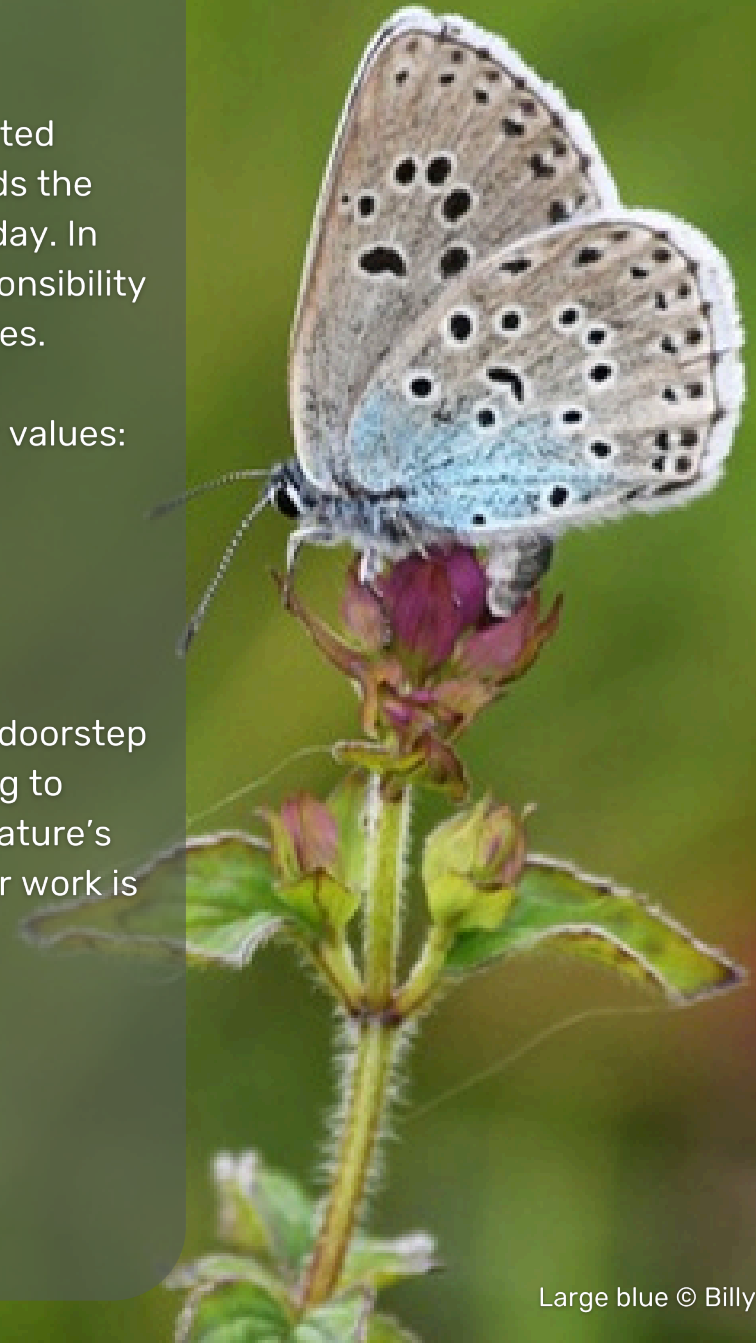
As humans, we are an integral part of a resilient, dynamic and interconnected natural world. At Gloucestershire Wildlife Trust, we believe that nature holds the key to addressing some of the most pressing challenges facing society today. In responding to the ecological crisis, we share an urgent and collective responsibility for collaborating and taking action in the service of wildlife and communities.

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

We work locally to deliver the natural solutions, both small and large, from doorstep to landscape, that grow hope for a wilder future. In doing so, we are helping to reconnect people's sense of belonging in the natural world and securing nature's recovery with the people of Gloucestershire. Underpinned by evidence, our work is for the benefit of us all, both today and for generations to come.

Job description





Gloucestershire
Wildlife Trust

Introducing Gloucestershire Wildlife Trust

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We aim to play a central role in tackling the ecological and climate emergencies in Gloucestershire, working closely with local communities and our partners.

This needs 30% of the land supporting nature's recovery by 2030 and unlocking the potential of nature-based solutions to mitigate and adapt to the impacts of climate change. By working in partnership with farmers and landowners, we aim to create ten Nature Recovery Zones where wildlife with thrive alongside food production.

These will cover over 60,000 hectares, including increasing our own nature reserves from 1,100 to 1,700 hectares. Alongside this we will collaborate on large scale cross-boundary ecosystem restoration projects and smaller scale wildlife enhancement and nature highways in urban neighbourhoods. We will inspire communities to influence decision makers and drive forward change in their own neighbourhoods.

Nature's recovery depends on the Gloucestershire's people. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment. We want to make nature more inclusive by reaching 1 in 4 people and ensuring more people have access to nature on their doorstep. We want to empower at least 20,000 people to take meaningful action for nature, particularly by harnessing the energy of our volunteers and young people

Introduction to the 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 the 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 basic knowledge 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.





Gloucestershire
Wildlife Trust

How to apply

If you feel you have the necessary skills and experience to be successful in this role, please send your CV & Cover letter to hr@gloucestershirowildlifetrust.co.uk by 09:00 am Monday 25th August 2025.

Thank you for your interest in this position and we look forward to receiving your application.

