



**Essex**  
Wildlife Trust

Abbotts Hall Farm  
Great Wigborough  
Colchester  
Essex  
CO5 7RZ

T 01621 862960  
@ admin@essexwt.org.uk  
[www.essexwt.org.uk](http://www.essexwt.org.uk)

Hello and thank you for your interest in the post of Food and Beverage Assistant, Langdon Nature Discovery Centre at the Essex Wildlife Trust. Please find details of this post within this pack.

This is a permanent, part time position of 20 hours per week, providing lunchtime cover, working 5 days out of 7 including weekends. The salary for this post is £17,374 rising to £17,874 after successful completion of probation, which will be pro-rata to 20 hours.

Please find enclosed with this letter the job description for the Langdon Nature Discovery Centre Food and Beverage Assistant.

Essex Wildlife Trust is the county's leading conservation charity. We have more than 39,000 members, manage and protect over 8,400 acres of land on 87 nature reserves and 2 nature parks and run 11 visitor centres. The aim of Essex Wildlife Trust is to Protect Wildlife for the Future and for the People of Essex. It is supported financially by members, local businesses and grant making organisations. It is one of the largest of the 46 county wildlife trusts that work together throughout the British Isles as The Wildlife Trusts.

Langdon Nature Discover Centre is currently being rebuilt and is due to open in Spring 2021. This is an exciting project for Essex Wildlife Trust, and we are looking for an exceptional individual with great customer service skills, who can carry out the day to day tasks in a busy restaurant, with ease.

The Nature Discovery Centre itself is set in a stunning nature reserve of 461 acres which comprises of woodland, meadows, lakes and former plotland gardens. Langdon nature reserve is the largest inland reserve managed by Essex Wildlife Trust. The nature reserve occupies some of the highest land in the county, has some commanding views and offers miles of excellent walks, where an abundance of wildlife can be enjoyed.

The ideal candidate will be a positive and friendly person that enjoys providing a welcoming visitor experience, and the ability to assist both in the restaurant and elsewhere within the busy Nature Discovery Centre.

The role is outlined in more detail within the enclosed job description.

I really hope this role interests you. To apply, please complete the application form accessible on this site, giving clear examples as to why you feel you are suited to the role. Please send the completed form by e-mail to [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk) by 9am on 1<sup>st</sup> March 2021. Please title your email with the role and your full name. Please complete the Equal Opportunities form and send this either by email or by post, addressed to HR at the address above if you wish this to be anonymous.

Interviews will be held on the 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup> March 2021 via an online Microsoft Teams call.

For further information please contact Charlotte Goodman, Site Manager -  
[Charlotteg@essexwt.org.uk](mailto:Charlotteg@essexwt.org.uk)

Thank you for your interest in this role. I look forward to receiving your application.

Yours faithfully

Charlotte Goodman  
Site Manager Langdon

## Essex Wildlife Trust Job Description and Person Specification

### JOB DESCRIPTION

<b>Job Title:</b>	Food and Beverage Assistant
<b>Location:</b>	Langdon Nature Discovery Centre
<b>Reports to:</b>	Food and Beverage Manager
<b>Direct Reports:</b>	None

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**Job Purpose:** To support the centre team in the efficient and profitable running of the restaurant, ensuring a high quality, safe and engaging visitor experience. To ensure high standards of cleanliness, timely replenishment of food and drink front of house, and an efficient and welcoming till experience. To support other areas of the NDC as required.

### **Responsibility Areas and Key Activities:**

#### **Service Delivery**

- Provide a consistently high level of customer service
- Serve visitors at the restaurant counter (and hatch if installed) unaided
- Operate the restaurant and retail till
- Ask every visitor to donate or roundup their transaction
- Understand the full menu, making recommendations to assist guests with decision making
- Able to confidently use a bean to cup and / or a barista machine, making drinks to the approved specification
- Clean the bean to cup and barista machines as per the recommended cleaning schedule
- Support the restaurant team as a food runner
- Check on seated guests to ensure they are happy with their food and drink
- Clear and clean tables within the restaurant, both indoors and outdoors
- Ensure all front of house areas are well presented, clean and tidy
- Replenish food and drink front of house to the agreed merchandising standards
- Complete basic kitchen duties under the supervision of the Food & Beverage Manager or Chef
- Clean and sanitise food and drink preparation areas, floors, walls, tables, and chairs
- Clean any other equipment as required
- Remove rubbish and empty bins regularly

- Operate the dishwasher, washing dishes by hand if required, ensuring all pots, pans, crockery, cutlery, and glassware are thoroughly cleaned and available for service
- Actively recruit new EWT members
- Support all areas of the NDC, helping with the visitor welcome and retail as needed
- Support the wider team with the delivery of education, corporate and community events

### **Planning/organising**

- Adhere to H&S, COSHH procedures and safe systems of working
- Before using any equipment ensure it is clean and safe to use
- Follow the correct process for accepting and checking in deliveries
- Help maintain storage areas so they remain clean, tidy and organised
- Record wastage accurately and in a timely manner
- Ensure accurate completion of all cleaning and temperature checks
- Correctly follow all EPOS process and procedures
- Assist with regular food stock takes, and retail stock takes as requested, complying with all stock control recommendations

### **Problem Solving/Innovation**

- Listen and respond to all visitor and team feedback in a positive way
- Respond to customer enquiries and complaints in an efficient and professional manner. Where possible resolve these immediately, seeking appropriate support with more complex issues
- Report any issues, problems, complaints, and feedback to the duty manager in the restaurant

### **People**

- Work as part of a close-knit team of staff and volunteers
- Ensure the safety of staff, volunteers, and visitors by complying with all legal and EWT policies and procedures relating to food preparation, hygiene, health and safety, fire, and security

### **Communication**

- Interact with our visitors at every opportunity

- Attend team and staff meetings as required
- Promote the work of Essex Wildlife Trust whilst working in the NDC

**To undertake any other duties which are commensurate with the role.**

### **PERSON SPECIFICATION**

#### **Specialist knowledge and experience:**

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- Previous experience serving customers within a restaurant, café, or similar business
- Qualifications and working knowledge of food hygiene legislation, and allergen management. Level 2 Food Hygiene qualification
- Able to adhere to all health and safety legislation
- Able to operate a till with confidence and accuracy
- Experience working as part of a team
- Experience in providing a great customer and visitor experience
- Good communication and interpersonal skills, both written and verbal
- Proven ability to use own initiative whilst working within a busy customer facing environment
- Knowledge of /or interest in wildlife and an interest in working for a charity which is determined to protect wildlife for the future and for the people of Essex

#### **Team Working**

- Makes a positive contribution to the team
- Works with the team to achieve EWT aims and objectives

#### **Problem solving and analysis**

- Generates workable solutions and makes rational judgements when making decisions
- Good numerical skills
- Good communication skills

- **Professionalism**

- Ensures high standards are achieved and customer needs are met
- Ensures a quality and consistent approach to work
- Adheres to all food hygiene legislation

### **Determination**

- Able to remain calm and self-controlled under pressure
- Consistently delivers to expectations and agreed standards

### **Customer Focus**

- Relates well to different types of customers, listens, and engages positively
- Responds to customer queries and complaints resulting in a positive conclusion
- Takes customer needs and interests into account
- Able to confidently and accurately operate a till and engage positively with visitors front of house

### **Planning**

- Good prioritising, organising, and planning skills
- Effective time management skills and ability to prioritise tasks, particularly when working under pressure

### **Special conditions**

- Willingness to be flexible with working days
- Work regular weekends as part of a rota, including evenings and bank holidays as required to fulfil your role
- Support centre events, and to assist with any special functions, some of which may occur outside working hours as and when required
- To provide cover in other areas of the NDC when required
- Expectation of covering other Nature Discovery Centres as required

## **EWT rewards:**

- Salary reviewed bi-annually against the market with cost of living consideration annually
- Pension of 3% from you and 5% from EWT for qualifying staff
- Annual leave starting at 25 days, rising by one day a year to a maximum of 28 days + bank holidays
- Enhanced sick pay increasing with length of service
- Enhanced maternity, paternity and adoption pay
- Staff days and staff social
- Merit award scheme (staff nomination of colleagues for awards)
- 10-20% discount in EWT centres
- Professional and developmental training
- Ability to take 2 days out pa to work in another part of the business
- Role related professional membership paid
- Employee Assistance Programme providing advice on many areas for you and your family, plus a counselling service you can access
- Life Assurance
- The satisfaction of making a difference through working for a conservation charity