

JOB DESCRIPTION

Post Title:	Country Parks Trading Officer	Director/Service/Sector: Local Services/Neighbourhood Services		Office Use
Grade:	Band 5	Workplace: Druridge Bay Country Park/Plessey Woods Country Park/Bolam Lake Country Park		JE ref: 3687 HRMS ref:
Responsible to:	Country Parks and Sites Officer	Date: March 2020	Manager Lever:	
Job Purpose:	To contribute to the provision of a high quality visitor experience in Northumberland’s Country Parks. Supervise the operation of the cafés at the three country parks and the campsite at Druridge Bay Country Park and provide information to the public. Duties will include weekend and Bank Holiday working as well as midweek working according to agreed work rotas.			
Resources	Staff	Part time cafe staff at the three country parks (up to 20 casual staff)		
	Finance	To place orders for goods and services and to account for income generated through all trading activity at the country parks.		
	Physical	Country Park Cafes at Bolam Lake Druridge Bay and Plessey Woods. Seasonal camping site at Druridge Bay.		
	Clients	The general public and park user groups		
Duties and key result areas: <ul style="list-style-type: none">• To coordinate and oversee the trading operations at Druridge Bay, Plessey Woods and Bolam Lake Country Parks.• To place and receipt orders for goods and services in relation to the provision of the refreshment facilities at the parks, and to use the associated IT systems.• To monitor and report on expenditure and income from the cafes.• To manage and appraise cafe staff at the three parks, including identifying staff training needs.• To organise cafe staffing rotas at the three sites in discussion with the Country Parks and Sites Officer.• To assist the Country Parks and Sites Officer in recruiting Cafe Assistant staff.• To assist in the preparation and serving of refreshments, and to present and sell the range of refreshments, merchandise and permits which are made available at the Visitor Centre.• To operate equipment used in the café, and be responsible for maintaining standards of hygiene in the café and kitchen areas.• To administer bookings and payment for the use of the camp site at Druridge Bay Country Park, including the issue of camping permits, key codes etc• To monitor compliance with campsite rules and regulations and take action to enforce these when necessary.• To assist with the counting of and recording of proceeds from the cafés, shops, and camping site.• To be responsible for correct storage and use of perishable food stocks, to monitor sales and ensure that requirements for stock replacement are met• When other staff are elsewhere on site, to oversee the operation of the Country Park Visitor Centre, and ensure that it is clean and safe for visitors• To deal with enquiries by email, telephone and in person, and provide information and advice to visitors to enhance their understanding and enjoyment of the Country Park and of the wider Northumberland countryside• To assist in the maintenance up to date displays of leaflets and information• To assist in the opening and closing routines of the Visitor Centres, including use of the security alarm systems• To report on issues relating to the management of the Country Park which become apparent during duty periods• To encourage appropriate behaviour by visitors to the Country Park and especially the Visitor Centre, including upholding observance of Country Park byelaws• To respond to requests for emergency assistance to procedures defined by the Country Parks and Sites Officer• To undertake other duties within the responsibility level of the post as may be directed				
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and				

responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.	
Work Arrangements	
Transport requirements: Ease of transport to the site Working patterns: Week days, weekends, bank holidays and school holiday according to agreed rota Working conditions: Willingness to work outdoors.	

PERSON SPECIFICATION

Post Title: Country Parks Trading Officer	Director/Service/Sector: Local Services/Highways and Neighbourhood	Ref: 3687
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> Numerate and literate to GCSE level Training in Food & Hygiene and First Aid Knowledge of catering operations and stock management 		
Experience		
<ul style="list-style-type: none"> Familiarity with handling and banking money Experience of café or catering work 	<ul style="list-style-type: none"> Commercial experience of retail work Knowledge of the local countryside, wildlife and opportunities for outdoor recreation 	
Skills and competencies		
<ul style="list-style-type: none"> Competent in the use of word processing and spreadsheet IT applications Able to meet the travel requirements of the post Honest, conscientious and able to deal with the public without close supervision Pleasant, friendly manner Good verbal communication skills and accurate record keeping Well motivated and hard working nature Ability to demonstrate initiative and contribute ideas 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Able to lift and handle deliveries of food stuff, restock freezers and fridges, and collect foodstuffs from local cash and carry. Willing and able to work alone Able to deal with customer and staffing queries and complaints by email, over the phone, and face to face. Willing and able to assist with cash collection and banking of park revenues in accordance with agreed working procedures. 		

<ul style="list-style-type: none"> • Willingness to work regular Sundays and Public Holidays, and occasional Saturdays and evenings as reasonably required • Able to make decisions quickly and effectively and deal with emergency situations at the park • Sufficiently fit and able to undertake minor maintenance tasks on the site. • Able to deal with a wide range of issues and demands on daily basis • Willing and able to assert the byelaws and good behaviour at the country parks in difficult and sometimes isolated situations. 		
Other		
Able to meet the transport requirements of the post in travelling between the three country park sites on a regular basis.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits