

## JOB DESCRIPTION

<b>Post Title:</b> Café and Information Assistant	<b>Director/Service/Sector:</b> Local Services/Neighbourhood Services		<b>Office Use</b>
<b>Grade:</b> Band 2	<b>Workplace:</b> Druridge Bay Country Park/Plessey Woods Country Park/Bolam Lake Country Park		<b>JE ref:</b> <b>HRMS ref:</b>
<b>Responsible to:</b> Country Parks Trading Officer	<b>Date:</b> April 2021	<b>Manager Level:</b>	
<p><b>Job Purpose:</b> To contribute to the provision of a high-quality service from the Community and Environmental Services Directorate. To assist in the operation of the café and shop at the Country Park and to give information to the public. Duties are mainly at weekends, plus, Bank Holidays and school holidays.</p>			
<b>Resources</b>	Staff	None	
	Finance	To make sure daily totals from café are correctly counted and stored	
	Physical	Country Park Cafes at Bolam Lake, Druridge Bay and Plessey Woods.	
	Clients	The general public and park user groups	
<p><b>Duties and key result areas:</b></p> <ul style="list-style-type: none"> <li>• To prepare and serve refreshments, and to present and sell the range of refreshments, merchandise and permits which are made available at the Visitor Centre</li> <li>• To operate equipment used in the café, and be responsible for maintaining standards of hygiene in the café and kitchen areas</li> <li>• To count and record proceeds from the café and shop</li> <li>• To be responsible for correct storage and use of perishable food stocks, to monitor sales and report requirements for stock replacement</li> <li>• 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</li> <li>• To deal with enquiries by 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</li> <li>• To be first point of contact with visitors – providing valuable information about the parks and assisting with general queries.</li> <li>• To assist in the opening and closing routines of the Visitor Centre, including use of the security alarm system</li> <li>• To report on issues relating to the management of the Country Park which become apparent during duty periods</li> <li>• To encourage appropriate behaviour by visitors to the Country Park and especially the Visitor Centre, including upholding observance of Country Park byelaws</li> <li>• To respond to requests for emergency assistance to procedures defined by the Area Countryside Officer</li> <li>• To undertake other duties within the responsibility level of the post as may be directed</li> </ul> <p>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.</p>			
<b>Work Arrangements</b>			
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

<b>Post Title:</b> Café and Information Assistant	<b>Director/Service/Sector:</b> Local Services/Highways and Neighbourhood	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>No minimum requirements</li> </ul>	<ul style="list-style-type: none"> <li>Numerate and literate to GCSE level</li> <li>Training in Food &amp; Hygiene and First Aid</li> <li>Knowledge of catering operations and stock management</li> </ul>	(a), (I)
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Familiarity with handling and banking money</li> <li>Experience of café or catering work</li> </ul>	<ul style="list-style-type: none"> <li>Commercial experience of retail work</li> <li>Knowledge of the local countryside, wildlife and opportunities for outdoor recreation</li> </ul>	(a), (I)
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>Able to meet the travel requirements of the post</li> <li>Honest, conscientious and able to deal with the public without close supervision</li> <li>Pleasant, friendly manner</li> <li>Good verbal communication skills and accurate record keeping</li> <li>Clean presentable appearance</li> <li>Well-motivated and hardworking nature</li> <li>Ability to demonstrate initiative and contribute ideas</li> </ul>		(a), (I)
<b>Physical, mental and emotional demands</b>		
	<ul style="list-style-type: none"> <li>Able to lift and handle deliveries of food stuff, restock freezers and fridges, and collect foodstuffs from local cash and carry.</li> <li>Willing and able to work alone</li> <li>Able to deal with customer queries.</li> <li>Willingness to work weekends and Public Holidays, as reasonably required</li> </ul>	(a), (I)
<b>Other</b>		
Able to meet the transport requirements of the post in travelling to the Country Parks		(a), (I)

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