Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Café and Information Assistant (Part Time) | **Director/Service/Sector** | **Office Use** |
| **Band:** 2 | **Workplace:** | JE ref: 175HRMS ref: |
| **Responsible to:** Area Countryside Officer | **Date:** March 2009 | **Manager Lever:** |
| **Job Purpose:** 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 County Park and to give information to the public. Duties are mainly at weekends, plus Bank Holidays and school holidays. |
| **Resources** | Staff |  |
| Finance |  |
| Physical | Country Park Cafes |
| Clients | The general public and user groups |
| **Duties and key result areas:*** 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
* To operate equipment used in the café, and be responsible for maintaining standards of hygiene in the café and kitchen areas
* To count and record proceeds from the café and shop
* To be responsible for correct storage and use of perishable food stocks, to monitor sales and report requirements for stock replacement
* 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 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 operate the VHF radio network used in the Park
* To assist in the maintenance up to date displays of leaflets and information
* To assist in the opening and closing routines of the Visitor Centre, including use of the security alarm system
* 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 Area Countryside 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 siteWorking patterns: Weekends, bank holidays and school holiday according to agreed rotaWorking conditions: Willingness to work outdoors. |  |

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**PERSON SPECIFICATION**

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| **Post Title: Café and Information Assistant (Part Time)** | **Director/Service/Sector:** | Ref: 175 |
| **Essential** | **Desirable** | **Assess****by** |
| **Knowledge and Qualifications** |
| * No minimum requirements
 | * Mathematics GCSE/O Level
* Training in Food & Hygiene, catering, stock management and First Aid
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| **Experience** |
| * Numeracy and familiarity with handling money
 | * Experience of café or catering work
* Commercial experience of retail work
* Knowledge of the local countryside, wildlife and opportunities for outdoor recreation
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| **Skills and competencies** |
| * Honest, conscientious and able to deal with the public without close supervision
* Pleasant, friendly manner
* Good verbal communication skills and accurate record keeping
* Clean presentable appearance
* Well motivated and hard working nature
* Ability to demonstrate initiative and contribute ideas
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| **Physical, mental and emotional demands** |
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| **Other** |
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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