



**JOB DESCRIPTION**

**VISITOR CENTRE ASSISTANT (GIBRALTAR POINT)**

Location	Gibraltar Point National Nature Reserve, near Skegness
Responsible to	Visitor Centre Manager
Job Objectives	To work in the visitor centre, assisting with front of house duties, visitor engagement and catering

**KEY TASKS**

- A. Providing an efficient and effective service to customers, understanding their needs and requirements in order to provide information and excellent customer care for those visiting the nature reserve.
- B. Assisting with events and public engagement activities and ensuring that visitor information such as wildlife sightings information is up-to-date.
- C. Working in the café, assisting with service, waiting and food and drink preparation.
- D. Ensuring all relevant food hygiene processes are followed and recorded as required and that the centre, kitchen and associated facilities are cleaned and maintained to a high standard, adhering to Trust guidelines and taking account of established risk assessments, safety procedures and COSHH requirements.
- E. Helping to deliver the retail and catering operations, including product knowledge and advice and operating the tills and credit card machines.
- F. Work as part of an effective team with a positive, enthusiastic, committed and flexible attitude towards other staff and volunteers.
- G. In the absence of the Centre Manager/Assistant Manager, undertaking the cashing-up procedure and opening/closure of the Centre.
- H. Complying with the Trust's General Policy on Health and Safety and in accordance with specific policies and codes of practice for sites, risk assessments, procedures and best practice as amended from time to time.
- I. In addition to the above normal duties, to undertake other reasonable duties from time-to-time.