



Ymddiriedolaeth Natur
De a Gorllewin Cymru
Wildlife Trust of
South & West Wales

Counter Assistant Recruitment Pack

About us

The Wildlife Trust of South & West Wales is a charity dedicated to protecting the region's most precious wild places for people and wildlife. We work on our reserves and beyond to rebuild biodiversity across the region. We work to empower individuals and communities to take action for the natural world. We campaign for better protection of our environment both locally and nationally.

We have over 9000 members, 500 volunteers and manage over 2000 hectares of land on over 100 nature reserves, including Skomer and Skokholm Island. We are one of 46 Wildlife Trusts spanning the UK. Each Wildlife Trust is an independent charity meaning we can respond to local needs and opportunities quickly, but we can also use the leverage of our other Wildlife Trust partners throughout the UK when strength in numbers is needed.



Our goals

We want to tackle the nature emergency, climate crisis and society's increasing disconnect from nature. To achieve this, we have three main goals, which align with The Wildlife Trusts' strategy.

1.

Action for nature: 30% of land and sea managed for nature by 2030.

2.

Action with people: a greater number of people, from more diverse backgrounds, will be taking meaningful action for nature and the climate.

3.

Action on climate: encourage nature-based solutions to address local and global problems.

Our current strategy is available to read [here](#).

The ways we work



Intrinsic value of nature

In a world where the value of nature is increasingly tied to its value to human beings, we promote the intrinsic value of wildlife.

Equality, diversity and inclusion

We are committed to equality, diversity and inclusivity both within our organisation and in our work with others.

Health and wellbeing

We care about the health and wellbeing of our employees. We foster a healthy culture at all levels of our organisation.

Welsh language

We encourage and support staff who wish to learn Welsh, as well as Welsh speaking staff who wish to improve their language skills, to continue their professional development.

Outputs and outcomes

Our work is guided by outputs and outcomes, allowing our staff to work flexibly and to their strengths to achieve our goals. We build trust and autonomy to allow each person to work to their full potential.

Volunteers

Volunteers are an established and integral part of our work. We welcome and encourage volunteer involvement at all levels of the organisation's activity.

Equal Opportunities

We are committed to equality, diversity and inclusivity. We are particularly keen to increase the diversity of our staff, volunteers and supporters. We welcome applications from people from groups which are underrepresented in the conservation sector, particularly people from minority ethnic groups, people with disabilities and people from low-socioeconomic backgrounds. Even if you do not feel you meet all the criteria, please do submit an application. We can provide training and support to the right candidate.

As a **Disability Confident employer**, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. Please let us know if you require any reasonable adjustments at any stage of the application or interview process

Counter Assistant **Job description**

Contract: Permanent, part time (minimum of 19 hours per week)

Salary: £10.85 (18-20 year olds), £12.71 (21 and over)

Working base: Welsh Wildlife Centre, Cilgerran

Team: Welsh Wildlife Centre

Responsible to: Head Chef/Visitor Centre Manager

Responsible for: None

Overall purpose of the job

- To prepare food & hot beverages during daily service and assist in the general duties of the café and to cater for customer needs
- To serve customers as required including taking orders, till work including cash handling and taking card payments.



Main responsibilities

- To provide high quality hot beverages, serve over the counter food items & deal with customer questions relating to the menu items.
- Adhere to portion control standards set down by the Head Chef.
- To deliver and maintain a high standard of food service and customer care.
- To assist with counter service, dealing with customers, taking orders and payments and making refreshments when necessary.
- To maintain the kitchen and front of house facilities to a high standard of cleanliness.
- To assist with the overall cleaning at all times and deep clean of the kitchen as required.
- To comply with health and safety, and food hygiene requirements and to ensure all others around you are following procedures.
- To monitor stocks and advise the chef of any items that may be running low.
- To close down the kitchen and front of house areas at the end of the day.
- To assist with deliveries, washing up and waiting on when necessary.

For the organisation to work effectively you may be required to assist with other areas of work. You should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.

All staff are ambassadors for the organisation both internally and externally. You are expected to always act in a professional manner. You are required to abide by organisational rules, policies and procedures as laid down in the staff handbook.



Counter Assistant Person Specification

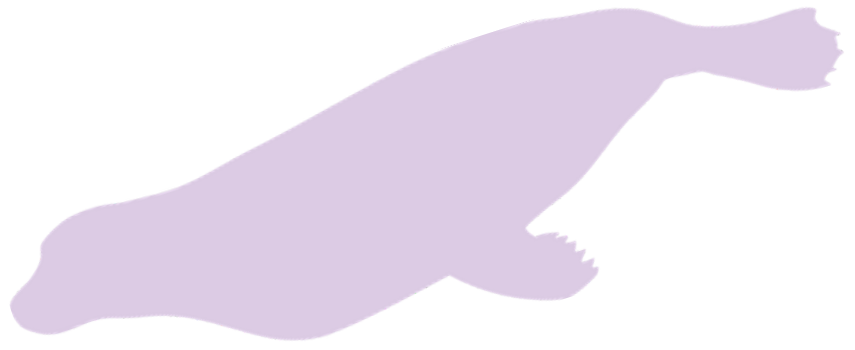
Experience	Essential	Desirable
NVQ1 or minimum of one year's experience in food preparation and service.	✓	
Specific barista training or experience.	✓	
Level 2 Award- Food Hygiene for catering plus allergy awareness. Completed in the last two years.	✓	

Key Competencies, Knowledge and Skills	Essential	Desirable
Ability to work in team	✓	
Good organisational skills	✓	
Ability to prioritise	✓	
Good customer care skills	✓	
Cash handling experience	✓	

Personal Qualities	Essential	Desirable
Clean and tidy appearance	✓	
Flexible approach to work	✓	
Calm under pressure	✓	



Staff benefits



Flexible working

We operate a TOIL working system because some evening and weekend work is required on occasion. It also allows you to work flexibly to cover personal commitments and responsibilities.

Pension

The Trust operates an auto-enrolment compliant pension scheme with a 6% employer contribution from People's Pension.

Holidays

25 days plus bank holidays, plus additional holiday over Christmas/New year (5 additional days).

Volunteer days

We give our staff the opportunity to use two workdays a year to volunteer for other teams within our Wildlife Trust, including on Skomer Island, or for another organisation.

Staff days

We have an all staff day in the summer for teams to meet in person and visit different reserves and visitor centres, including Cardigan Bay Marine Wildlife Centre and Skomer Island.

Training

We provide internal and external training opportunities to further develop our team's skillsets and qualifications.

Travelling expenses

50p per mile. Shared pool cars available if booked.

Key Dates

Application closing date: midday on Tuesday 1st September.

Interview date: Friday 11th September at Welsh Wildlife Centre.

If you haven't received any communication from us by 11th September your application has been unsuccessful on this occasion.

How to apply

Please complete our [online application form](#) or send your completed application form (available to download on our [website](#)) to m.hodgson@welshwildlife.org with the job title as the subject line.

Please be aware we may not accept applications if we have reason to believe they have been wholly produced using generative AI tools.