



WILDHEART TRUST

JOB DESCRIPTION

Front of House Assistant

Job Title:	Front of House Assistant
Department:	Front of House
Location:	Wildheart Animal Sanctuary, Sandown, Isle of Wight
Reports To:	Front of House Manager
Supervisory Responsibilities:	No supervisory role
Functional Relationship:	Visitors, Head Chef, Retail staff, Supervisor

General Function of the Position

Providing exceptional customer service and a warm welcome to all visitors to The Wildheart Animal Sanctuary. Maintaining extensive knowledge of the experiences, facilities and animals within the sanctuary to provide the customer the information they may require during their visit. When in the cafe ensure visitors have a pleasant experience by providing them with faultless service, good food and great drinks.

Organisational Values

The Wildheart Trust has five values that form the core of how employees carry out their work at the Wildheart Animal Sanctuary and across any future organisational developments it may have. The values shape the culture of the organisation and demonstrate what is important within The Wildheart Trust. These values focus on how we do our job and how we conduct ourselves in the workplace, and as a Trust.

Care	We treat every being with respect and compassion and we care about maintaining high standards in all that we do.
Integrity	We are honest, responsible and accountable so that we can be trusted.
Commitment	We work hard to honour our mission and are devoted to the people and animals in our care.
Positivity	We need a special combination of pragmatism, passion and optimism to tackle really tough issues that sometimes seem insurmountable.
Learning	We never stop learning and together we share our knowledge to foster love for the natural world and for animals.

Key Tasks	
1. Customer service	Welcoming visitors and determining their needs in a polite and friendly manner
	Serving the visitors in a helpful and friendly manner.
	Take pride in your appearance and ensure good personal hygiene.
	Ensure that the visitor is made aware of the options available to them and to upsell where possible
2. Sales & Donations	Maintain and surpass the targets set for gift aid.
	Work to achieve or exceed sales, profitability and other key performance indicator targets as set by the Front of House Manager.
	Maintain extensive knowledge of the Trust's products in order to provide customers with information, motivating sales and donations in an appropriate manner that reinforces the Trust's positive image.
	Informing guests of benefits of adoptions and donations.
3. Food and beverage	Preparing and serving hot beverages, and toasted items to the high standard required
	Taking food out to the customer once produced by the chef
	Following instructions and training from the chef
4. Allergies	Working with the chef to ensure the customer gets any allergen information required and general food enquires.
5. Cash handling	Cash handling and till work required, counting correct change and cashing up
6. Stock work	Replenishing stock items, ensuring stock rotation, minimising of wastage and maintaining inventories
7. Cleanliness	Insuring and maintaining the cleanliness of the café, store room, dishwasher room, picnic and outdoor dining area
	Maintain the cleanliness of the area to make it an enjoyable experience for the visitor
	Using the dishwasher to clean all utensils ensuring that everything is clean prior to it being put away for reuse
	Maintaining and insuring the cleanliness of admissions and the shop
8. Health and Safety	To comply with all health and safety requirements as per the Wildheart Animal Sanctuary Health and Safety Manual

9. Planning	Prepare for and attend regular departmental meetings / undertake agreed actions
10. Human Resources	Attend formal and informal training as required. Identify additional training with the supervisor for professional development

Person Specification Details	
Qualifications	GCSE Maths
Experience	Epos till systems, Customer facing roles, cash handling
Skills and Abilities	
Trust knowledge	Job Knowledge – Knowledge of the Trust and its ethos
Problem Solving	Able to respond to customer feedback and constructively resolve any problems, whilst being able to maintain a calm demeanour
Integrity	Integrity - be honest and have strong moral principles
Visitor Focused	Strong communication and people skills including a positive, friendly and approachable attitude at all times towards visitors to the sanctuary.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
Living the values	An understanding of the values and behaviour expected within the role
Charitable outputs	An understanding of how this role supports the delivery of our charitable outputs.