



# WILDHEART TRUST

## JOB DESCRIPTION

### Front of House Assistant

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

#### General Function of the Position

Providing exceptional customer service and a warm welcome to all visitors to The Wildheart Animal Sanctuary. Maintaining good 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.

#### Who Are We

The Wildheart Trust is a registered charity which is dedicated to rescuing animals from cruelty and optimises their power as ambassadors to end animal exploitation and protecting their wild counterparts. The Trust runs the Wildheart Animal Sanctuary and provides governance for its conservation aims.

Never before have the realities of widespread animal exploitation and abuse been so apparent. We aim to end animal cruelty in captivity, whilst ensuring cohesive and well-functioning ecosystems in the wild.

The Trust actively campaigns to end practices that drive animal suffering in captivity. In addition, it links the rescued animals with its conservation work, providing funds and technical support to in-situ conservation programmes for tigers in India, lemurs in Madagascar and native species here in the UK.

#### Organisational Values

The Wildheart Trust has three 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:

- We are united and thrive as a team

- Every interaction is an opportunity to impress
- We are purposeful and at the forefront of change

## Key Tasks

<b>1. Customer service</b>	Welcoming visitors and determining their needs in a polite and friendly manner
	Serving the visitors in a helpful and friendly manner
	Ensure that the visitor is made aware of the options available to them and to upsell where possible
<b>2. Sales &amp; Donations</b>	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 / Trading Manager
	Maintain extensive knowledge of the Trust's products and services 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 the benefits of adoptions and donations.
<b>3. Food and beverage</b>	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 / supervisor
<b>4. Allergies</b>	Working with the chef to ensure the customer gets any allergen information required and general food enquires.
<b>5. Cash handling</b>	Cash handling and till work required, counting correct change and cashing up
<b>6. Stock work</b>	Replenishing stock items, ensuring stock rotation, minimising wastage and maintaining inventories required
<b>7. Cleanliness</b>	Insuring and maintaining the cleanliness of the café, store room, dishwasher room, picnic and outdoor dining areas
	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
	Take pride in your appearance and ensure good personal hygiene
<b>8. Health and Safety</b>	To comply with all health and safety requirements as per the Wildheart Animal Sanctuary Health and Safety Manual

<b>9. Human Resources</b>	Attend formal and informal training as required. Identify additional training with the supervisor for professional development Prepare for and attend regular departmental meetings
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<b>Person Specification Details</b>	
<b>Experience</b>	Epos till systems, Customer facing roles, Cash handling
<b>Skills and Attributes</b>	
<b>Trust knowledge</b>	An understanding of the Trust and its mission
<b>Problem Solving</b>	Able to respond to customer feedback and constructively resolve problems alongside knowing when to escalate them to a supervisor The ability to maintain a calm demeanour
<b>Reliability</b>	Must be reliable to ensure the smooth running of FOH operations
<b>Customer Service</b>	Strong communication and people skills including a positive, friendly, and approachable attitude at all times towards visitors to the sanctuary.
<b>Teamwork</b>	Actively participates as a member of a team to move the team toward the completion of goals Contributes actively and fully within the team Accepts share of workload.

Signed		Name in print	
Date			
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