

Job Description

Service:	Countryside & Open Spaces
Job title:	Café Attendant
Grade:	A
Hours of work:	Causal
Responsible to:	Café Supervisor
Responsible for	
Direct reports:	Scott Fagg- Visitor Experience Manager
Indirect reports:	
Budget:	

Purpose of Post:

To assist the café team in generating income through the preparation and service of food, supporting the delivery of special events, and maintaining the highest standards of customer service and hygiene at all times.

Key Deliverables:

Food Preparation & Presentation

- Prepare and serve food to a high standard in line with food safety legislation and established procedures.
- Ensure meals and refreshments are presented attractively and served promptly.
- Maintain food displays so they remain fully stocked, clean, tidy, and visually appealing.

Food Service Operations

- Support the smooth and efficient running of the food service counter.
- Ensure all food service activities comply with relevant legal and hygiene requirements.
- Help create a welcoming and professional environment for visitors.

Customer Service

- Always deliver excellent customer service.
- Engage positively with customers and respond helpfully to requests.
- Demonstrate flexibility by accommodating reasonable menu requests where possible.

Cleaning & Hygiene

- Maintain high standards of cleanliness throughout the kitchen and visitors' centre.
- Follow cleaning schedules, hygiene standards, and established procedures consistently.
- Ensure work areas remain safe, organised, and hygienic.

Equipment & Safe Working

- Operate kitchen equipment, including the dishwasher, safely and correctly following training.
- Follow all health and safety procedures and safe working practices.

Stock Control & Waste Reduction

- Assist with stock management by checking delivery dates and monitoring stock quality.
- Store deliveries correctly and follow stock rotation procedures.
- Work to minimise food waste and unnecessary wastage.

Team & Organisation Support

- Contribute positively to Huntingdonshire District Council's Countryside Services team.
- Promote a positive image of the country park and visitors' centre.

Develop a good understanding of the park, its facilities, and the work carried out by the ranger team



	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
<p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>Example: Knowledge of planning legislation</p> <p>...Relevant Degree, professional qualification or membership</p>	<p>Insert whether each criteria is (E) Essential or (D) Desirable</p>	<p>Insert how you will measure criteria has been met e.g.:</p> <p>Application form</p> <p>Interview</p> <p>Assessment task</p>
<p>Insert criteria</p>	<p>(D) Knowledge of legal requirements relevant to current hygiene and kitchen legislation and the associated written records An understanding of:</p> <ul style="list-style-type: none"> - Risk Assessment - COSHH - Health & Safety Issues - First Aid reporting <p>(D) Interest in conservation and wildlife C&G 706/1 and 706/2 or NVQ level 2 (or equivalent) (Desirable)</p> <p>(D) Basic food hygiene certificate</p> <p>(D) First aid certificate</p>	<p>Interview</p>
<p>Insert criteria (continue to add rows as required)</p>		




Experience		
<p>Experience the person would need to do the job</p> <p>Example: Experience with working with young people, specifically 16-18 year olds</p> <p>Supporting and motivating volunteers</p> <p>Experience of managing staff / leading projects</p>	<p>Insert whether each criteria is (E) Essential or (D) Desirable</p>	
<p>Insert criteria</p>	<p>Proven experience of cash handling with high levels of accuracy (D)</p> <p>Proven experience of working within a commercial kitchen environment (D)</p> <p>Experience within a customer service environment (E)</p>	
<p>Insert criteria (continue to add rows as required)</p>		
Skills and Abilities		
<p>Specific skills the applicant would need to do the job</p> <p>Example: Clear and concise written and spoken communication skills</p>	<p>Insert whether each criteria is (E) Essential or (D) Desirable</p>	<p>Insert how you will measure criteria has been met e.g.:</p> <p>Application form</p> <p>Interview</p>



<p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Post requires giving advice / exchange of information / persuading / negotiating (give example and frequency of communication - leave in what is applicable)</p> <p>Analytical skills</p> <p>Outline the types of issues / situations that post holder has to deal with on a frequent basis and whether these have standard processes or whether they have discretion</p>		<p>Assessment task</p>
<p>Insert criteria</p>	<p>Being the first point of contact in the café, you become the face of the council, within the setting of Hinchingsbrooke Country Park</p>	<p>Interview</p>
<p>Insert criteria (continue to add rows as required)</p>		
<p>Decision Making and Impact on Others</p> <p>What impact the decisions made by the post holder would have on others across the Council</p>	<p>Example: Types of decisions required to be made</p> <p>How will decisions made impact across the whole council / team / other departments</p> <p>Sets strategy affecting specific areas of the council.</p>	



<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Example: Predominantly external customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 25%</p> <p>External customer contact 75%</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>The successful candidate will have strong communication and customer service skills, the ability to work well within a busy team environment, and a positive, flexible, and reliable approach to work. They will demonstrate good hygiene and food safety awareness, basic kitchen skills, and a willingness to support colleagues and visitors while working efficiently under pressure.</p>
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children