Job Title: Cafe Team Member

Main Job Purpose:

This post is part of our catering operation at Queenswood Arboretum & Country Park. We will deliver the highest of standards to help ensure that visitors to the Reserve have a fantastic experience.

- Support the day-to-day operations, providing excellent customer service. Preparing food and beverages, maintain cleanliness and assist as needed.

Term: Hours on request may include weekends and bank holidays.

Reports to: Cafe Manager/Cafe Team leader

Location: Queenswood Country Park

Management Responsibility: None

Liaison with: Cafe Team and the public

Key Responsibilities:

- Greet customers in friendly and welcoming manner
- Take orders efficiently and accurately and manage transactions payments.
- Preparing and serving drinks, cakes, and snacks.
- Running food and clearing tables.
- Serving ice cream from our takeaway hatch or from our Kelsmor barrow.
- Help the kitchen with prep as required, as well as jumping in during busy services to make and plate meals.
- Perform daily housekeeping tasks and weekly deep cleaning; maintaining the best hygiene standards possible.
- Assist in stocking shelves, fridges and display areas with food and beverages
- Work as part of a team alongside staff and volunteers as required.

Other duties

- Undertake Health and Safety duties commensurate with the post and as detailed in the Trust's Health and Safety policy;
- Comply with all other organisational policies and relevant legislation e.g. Equal Opportunities – it being the responsibility of the post holder to make themselves aware of such items
- Take advantage of formal and informal opportunities for personal and professional development, participate in appropriate training activities in consultation with your line manager
- Cascade relevant skills and knowledge to relevant staff and volunteers
- Act as an ambassador for Herefordshire Wildlife Trust, constructing and maintaining positive relationships with volunteers, visitors and other organisations
- Actively encourage those you with whom you come into professional contact to become members of HWT (all staff are regarded as membership recruiters)

Undertake any other work that might be deemed necessary by HWT commensurate with the level of responsibility of this post. Work with the broader HWT team on any other activities that match your skills and abilities as agreed with your line-manager

Person specification

Qualifications and Experience

Prior experience in a cafe or similar hospitality environment is a plus but not required

Essential skills

Strong Customer service skills

Good verbal communication skills and ability to work in a team

Ability to handle multiple tasks in a fast-paced environment

Desirable

Food Safety Level 1 certification

Experience with a POS system for sale transactions

Updated 30/09/2026

Familiar with the Nature Reserves at Queenswood .

Other Essential

Willingness to work flexible hours including weekends and bank holidays, occasionally work later shifts for events and weddings.

Physically fit to work standing for extended period, handling food and beverage preparation

Personal Attributes

Friendly approachable demeanour

We are a Disability Confident Committed employer and welcome applications from disabled people and guarantee an interview to disabled applicants who meet the essential criteria. We will provide reasonable adjustments throughout the recruitment process and in the workplace. If you require adjustments, please let us know

Updated 30/09/2026