

Task Description

Standedge Visitor Centre – Volunteer Retail & Catering Assistant

Role title	Volunteer Retail & Catering Assistant
What needs doing:	The Standedge Tunnel & Visitor Centre sits on the banks of the historic Huddersfield Narrow Canal, attracting around 35,000 visitors to the canal and Pennines each year. Volunteers helped restored the canal through here and help keep it alive now. As a volunteer Retail & Catering Assistant you will be serving customers and handling their enquiries at this small but busy visitor attraction. The role includes manning the till, preparing and serving a range of food and drinks and ensuring the café, kitchen and shop area are kept clean and well presented at all times.
Activity area:	Customer service tasks such as rangers, assistance at lock flights, management of on site attractions (information points etc.)
What's in it for the volunteer	<ul style="list-style-type: none"> • As a Volunteer Retail & Catering Assistant you will be part of small but busy team. • Through this role you will gain a great deal of satisfaction from being able to make a difference for waterway users, whether they are a local community group enjoying a trip out or a family enjoying their first canal holiday, your help and interaction will leave them with a positive impression of your local canal and British Waterways as a whole. • Reimbursement of out-of-pocket expenses • Training in customer services, safety and hygiene?
Keys skills needed	<ul style="list-style-type: none"> • Excellent interpersonal skills for dealing with customers face to face • Good organisational skills as you will be required to switch between café and retail roles depending upon demand • Attention to detail • Trustworthy and reliable
Checks needed (informal interview, CRB, ISA registration, references). Look at guidance on checks	Informal interview and reference check
Training offered (inc. accreditation where applicable)	<p>External training organised for your Basic Food Hygiene Certificate.</p> <p>As part of your familiarisation with Standedge Tunnel & Visitor centre a full tour will be provided with back up materials to help build your knowledge of the site.</p> <p>'On the job' training offered as part of induction process to cover use of till and kitchen equipment.</p> <p>Other training to be available as appropriate; Basic Fire, Water & Save a Life training; Safe working in BW; and Working with Children</p>
Ongoing role or time limited?	Ongoing, ideally we are looking for commitment of at least 6 months
Ideal time commitment needed?	Weekends & Bank Holidays. You'll also need to be available to attend required training sessions

Task based where?	<i>Place:</i>	Standedge Visitor Centre	<i>Nearest town:</i>	Huddersfield
	<i>Postcode:</i>	HD7 6NQ		
	<i>Waterway:</i>	Manchester & Pennine Waterway		
BW Supervisor (To be promoted on websites)	James Dean		<i>Tel.</i>	01782 785703
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