

# JOB DESCRIPTION FORM

## Job Description

<b>Job Title:</b>	General Assistant
<b>Location:</b>	Watchtree Nature Reserve, Nr Wiggonby, Carlisle Cumbria CA5 6NL
<b>Reports to:</b>	Manager
<b>Staff responsibilities:</b>	No line management of employed staff
<b>Hours of work:</b>	Flexible hours, minimum 15 hours per week
<b>Salary Range:</b>	National Living Wage
<b>Summary of position:</b>	Assist with house keeping of visitors centre and day to day activities of Watchtree Nature Reserve

## Primary Responsibilities

Maintain exceptional levels of customer service for all visitors to the reserve	Use a till and other financial systems to maintain excellent records of sales and expenditure
Maintain exceptional levels of cleanliness and hygiene in all areas of the business	Work alongside volunteers to achieve the aims and objectives of the charity
Promote Watchtree Nature Reserve Ltd as a volunteer led, charity organisation	

## Personal Specification

	Essential	Desirable
<b>Qualifications &amp; Training</b>	GCSEs: Maths & English	First Aid
<b>Experience</b>	Customer service Environmental Health Regulation Housekeeping	Maintaining H&S procedures Working with social enterprise/charities Volunteering or working with volunteers
<b>Qualities and Attitude</b>	Personable, Good communicator, Pro-active individual, Keen to learn	Disability awareness
<b>Product Knowledge</b>	Watchtree Reserve and Facilities	Adapted cycling Ecology and native species

## Competencies

Capable of working flexible working hours	Health & safety procedures
Financially aware and trustworthy	Following instructions and procedures
Workplace House Keeping	Clear communication
Reliable and punctual	

## Prepared by:

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Position:</b>					