



Lancashire,
Manchester &
N Merseyside

The Wildlife Trust for Lancashire, Manchester and North Merseyside

Recruitment Pack

2019



About Us

Our wildlife has declined by 60% in the past 50 years and people are becoming more disengaged with their local wild places. We are a membership organisation, and we could not continue our work without our members support.

We are part of the Wildlife Trusts movement, the UK's leading conservation charity dedicated to all wildlife. We are your local charity, working hard to improve your local area for wildlife and for you.

The Wildlife Trust for Lancashire, Manchester and North Merseyside was founded in 1962 by people who knew they needed to take action.

We are now the largest nature conservation body in the area working at a grass roots, local level whilst also being part of a strong cohesive national movement.

We work to protect wild spaces, and re-introduce key species, protecting the biodiversity of our area so that nature can recover.

We work in partnership with other organisations, community groups, landowners and key decision-makers to inspire them to work with and for nature.

We have the powerful voices of over 28,000 members, whose invaluable support we simply could not do without.

We have an army of 4,000 volunteers alongside our team of 140 staff working across all areas of our charity to make a difference.

We are passionate about inspiring people of all ages, with over 20,000 children reached each year through our education activities, and hundreds of thousands of people each year through our visitor centres, events and reserves. We are leaders in utilising nature to improve the health and wellbeing of all.

Our Vision

To create a region rich in wildlife for all to enjoy, keeping nature at the heart of everything we do.

Our Mission

To support nature's recovery by reconnecting and restoring wildlife and habitats on land and at sea, inspiring people to value and take action for wildlife.

Our Aim

To lead the way for nature's recovery and connect people with nature on their doorstep. We want to create an environment where wildlife can thrive without threat and ensure people value the importance of nature to their health and wellbeing.

Our core objectives

- To protect, create and enhance wildlife in our region, creating living landscapes and living seas
- To stand up for wildlife and the environment
- To inspire people about the natural world and encourage everyone to take action for wildlife
- To foster sustainable One Planet Living, where the functioning of the natural environment is appreciated as essential for supporting life
- To ensure our work is based on knowledge and sound evidence
- To be recognised and respected for our work
- To grow our resources and increase support for our mission
- To ensure the organisation is effective and fit for purpose

Our Reserves

We have saved many special places, acquiring and managing many of them as nature reserves—we look after over 1,288 hectares of havens for rare and threatened species and habitats.

1	Abram Flash	23	Middleton
2	Astley Moss	24	Moor Piece
3	Aughton Woods	25	Moston Fairway
4	Barnaby's Sands and Burrows Marsh	26	Over Kellet Pond
5	Bolton, Red Scar and Tunbrook Woods	27	Pleasington Old Hall Wood
6	Brockholes	28	Salthill Quarry
7	Cadishhead Moss and Little Woollen Moss	29	Seaforth
8	Cross Hill Quarry	30	Summerseat
9	Cutacre	31	Upper Coldwell Reservoir
10	Dean Wood	32	Warton Crag
11	Foxhill Bank	33	Wigan Flashes
12	Freeman's Pasture	34	Willow Farm Wood
13	Freeman's Pools	35	Winmarleigh and Cockerham Moss
14	Freshfield Dune Heath		
15	Haskayne Cutting		
16	Heysham Moss		
17	Heysham Nature Reserve		
18	Hghfield Moss		
19	Holiday Moss		
20	Longworth Clough		
21	Lunt Meadows		
22	Mere Sands Wood		

OTHER PLACES TO SEE

36	Seven Acres
37	Cuerden Valley Park
38	Fyde Dunes
39	Sefton Coast
40	Lightshaw Meadows
41	Red Moss



We also have 6 offices based across Greater Manchester, North Merseyside, West Lancashire, East Lancashire and North Lancashire. Our Head Office is based on the outskirts of Preston.

Our Work

The Trust works across Lancashire, Manchester and North Merseyside to create a strong network where nature can thrive and people can benefit. Our core conservation work includes land management, advocacy for the natural world with key decision-makers, species re-introduction, protecting threatened species and collecting essential scientific data. We do this on land and at sea to create Living Landscapes and Living Seas.

We are also passionate about inspiring and engaging people of all ages about the natural world, because we firmly believe no one will protect something they don't care about. We work all over our area with schools, colleges and community groups, running inspiring sessions covering everything from Forest School and orienteering to Wild Family and Nature Tots sessions. We also work in schools, delivering environmental education and helping improve school grounds. Our education team are leaders within the Wildlife Trust movement.

We are also leaders in delivering natural wellbeing. Our ground-breaking partnership with the NHS, MyPlace is making a huge difference to the way young people with mental health issues are able to seek help, and the positive impacts to date have been phenomenal.

Find out more at www.lancswt.org.uk

Our Wildlife

- OUR DOORSTEP-

We are working across the region to make a difference to our local wildlife, for everyone to enjoy



Our Impact



Our education team and project officers engage more than 20,000 children in wildlife-related activities



More than 5,000 people a year take part in walks and other events on our reserves



On average every 10 miles you travel in the region means you will pass a Wildlife Trust project



We own or manage 35 nature reserves in the region



Some 1,200 volunteers work for your Wildlife Trust regularly – adding to the 750,000 volunteering across the UK



More than 27,000 members support the Wildlife Trust in the region and 800,000 across the UK

Our reserves cover more than 1,288 hectares across the region



Our Strategic Plan

2016-2021

Over the next five years, we will work across Lancashire, Manchester and North Merseyside to deliver positive benefits for both people and wildlife. Our plan builds on the Trusts past successes and recognises how we need to evolve to meet the challenges ahead and remain a relevant, effective organisation. **We will:**

Champion wildlife rich landscapes

We will use our 50 years of expertise to lead the way for nature conservation locally and work within The Wildlife Trusts movement to make a national impact. We will base our plans on sound knowledge and evidence.

Defend wildlife and wild places

We will stand up for the environment and protect wild spaces, enhancing them for both people and wildlife. We will encourage biodiversity, and work with land owners and other organisations in partnership, to create a network of habitats across our region where people and wildlife can thrive.

Inspire people to take action for their local wildlife

We will inspire people to enjoy and protect the wildlife and wild spaces on their doorstep. We will help people learn how to live more sustainably, and demonstrate the benefits of nature to their health and wellbeing. We will engage people of all ages, from all communities to take action for wildlife and we will foster the environmental leaders of the future.

Base our work on sound **evidence**

We will use evidence from sound science and research to further ecological understanding and demonstrate the needs, benefits and outcomes of nature conservation. We will use this evidence to focus our efforts on the areas most in need of protecting and champion those species that need a helping hand.

**“Find your place on the planet, dig in,
and take responsibility from there”**

Gary Snyder



Our Future

- OUR WILDLIFE-

*We can't make a difference if we do nothing.
Now is the time to stand together for nature
and take action for our local wildlife.*

Our Culture

We are committed to protecting wildlife, restoring biodiversity and connecting people with the natural world in Lancashire, Manchester and North Merseyside. This commitment brings tenacity in dealing with challenges and huge personal satisfaction from successful projects.

We encourage a creative atmosphere where new ideas can flourish. People who thrive in our organisation enjoy a role where they take on a high level of personal responsibility for achieving outstanding results whilst building strong relationships both internally and externally.



Integrity

Acting in the best interest of the Trust and honouring our scientific foundations in all our activities. An honest and respectful approach to the core objectives of the charity, and the wishes of our members and funders.

Team Player

A friendly, family atmosphere. Everyone is treated with the same level of respect and courtesy. The Chief Executive will often stop for a chat, and full staff meetings provide the chance to get to know others. We are one big team, and our staff are always ready to roll up their sleeves and help where it's most needed, regardless of their job role.

What does an LWT Team member look like?

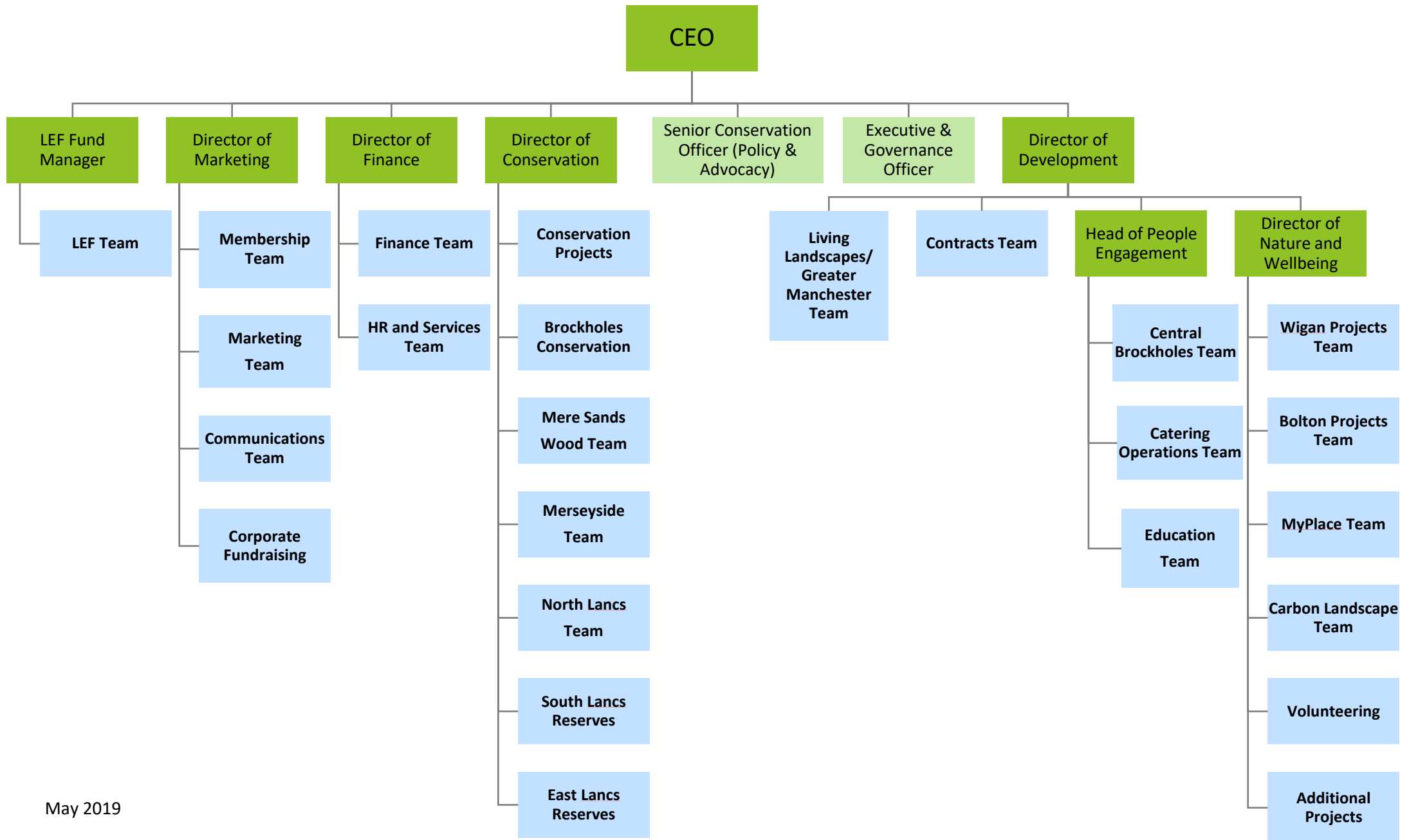
Passion

Passion is at the very heart of every LWT team member. With a love of wildlife, a passion for helping make a difference, or a will to help and inspire others. From our staff to volunteers and our members, we have passion by the bucket load!

Personal Responsibility

Our staff are flexible in the way they work and adaptable to change. They provide exceptional customer service, whether it be to a funder, member, volunteer or member of the public. Our staff take responsibility to put things right when there's a problem, and always help other team members. Our staff are committed, honest and take initiative to drive the best interests of the charity.

Lancashire Wildlife Trust Organisation Chart



Job Description – Assistant Catering Manager



Lancashire,
Manchester &
N Merseyside

Post Title:

Assistant Catering Manager

Responsible to:

Senior Project Manager

Location:

Moss Bank Park Café, Moss Lane,
Bolton, BL1 6LY

Hours of Work:

39 hours per week (April to September)

30 hours per week (October to March)

Salary:

£20,475 (pro-rata)

Duration of post:

Permanent

PURPOSE OF POST

The Lancashire Wildlife Trust is seeking a proactive and customer focused Assistant Catering Manager to join our catering team to deliver exceptional customer service all day, every day.

This post is part of a management arrangement of the catering operations at Moss Bank Park by the Lancashire Wildlife Trust. Income generated at the café will support new visitor engagement programs in the Park and so your role within the café will play a fundamental part in improving the quality of offer at this amazing Park for the wider community.

This is a challenging but rewarding role and if you're driven, innovative and bursting with ideas, then we would love to welcome you into our team!

KEY ROLES AND RESPONSIBILITIES

Supported by our Senior Project Manager, you will develop and deliver the site wide catering offer in order to increase sales and net profits, and exceed visitor expectations. You will ensure that the catering offer is an integral part of the visitor experience and develop a reputation for excellent food and service.

You will be required to work regular early mornings, evenings and weekends to meet the needs of the business.

The ideal candidate will have strong organisational skills, will be numerate and comfortable working under pressure.

Job Description

The Catering Experience

- Supported by the Senior Project Manager and input from your team, create exciting seasonal menus which where possible link into the food growing focus of the HIVE and ensure that these are delivered to a consistently high standard.
- Lead a culture of excellent customer service within your team and strive to exceed visitor expectations at all times. Ensure consistent delivery of high quality food and service.
- Supported by the Senior Project Manager, work with the wider HIVE team and stakeholders at the Park, identify opportunities to incorporate a catering offer into the events programme.

Budget Management

- Monitor and control resources, including stock and equipment, maximising profitability and minimising waste. Manage staff rotas and with the support of the Senior Project Manager, ensure that payroll costs are within budget.

Leadership and Management

- Organise, lead, motivate and support staff and volunteers within the catering team to ensure effective teamwork and communication.
- Drive strong performance to achieve business plan objectives through setting clear objectives, training, coaching, and giving regular feedback and reviews.
- Supported by the Senior Project Manager, recruit talented and enthusiastic people who fit well with the vision for Moss Bank Park.
- Foster innovation and harness ideas from your team and customer feedback to continually improve the overall experience.

Legal and Compliance

- Ensure compliance with Food Hygiene standards and internal procedures to minimise risk to the public, staff and contractors.
- The post holder will be required to hold all relevant food safety qualifications and a First Aid at Work Certificate. Training will be provided if necessary.



Person Specification

EXPERIENCE

Essential

- Significant practical experience of catering best practice including the production and service of good quality food and drink.
- Developing creative menus incorporating fresh produce and delivering high standards of food preparation.
- Proven track record of leading a culture of exceptional customer service in a café/restaurant environment or similar.

Desirable

- Strong financial acumen to manage budgets including control of costs including labour, stock and waste management.

KNOWLEDGE

Essential

- Fully conversant with food hygiene regulations, relevant Health and Safety Legislation and have appropriate qualifications.

Desirable

- Management qualification.

SKILLS

Essential

- Leadership skills, including coaching, team development, motivation, and communication and following strategic direction.
- Strong people skills and able to communicate effectively with a wide range of audiences.
- Able to build and maintain strong relationships, externally and internally.
- Numerate and able to produce accurate reports.
- Excellent standards of customer service and presentation.
- Strong organisation and planning skills.

PERSONAL QUALITIES

Essential

- Passionate about delivering excellent food and service.
- Highly driven and determined to achieve and exceed targets.
- Demonstrates creativity and flair to develop new business opportunities.
- People oriented with a “can do” attitude.
- Ability to be flexible and respond to changing situations.
- Ability to work effectively under pressure.

General Terms & Conditions

Holidays: 25 days per annum pro rata, plus 3 occasional days per annum pro rata, increasing with length of service.

Pension: The Trust contributes to the NEST Pension Scheme. Full details will be provided.

Hours of Work: 39 hours per week (April to September)
30 hours per week (October to March)
The post will involve regular morning, early evening and weekend working. Time off in lieu is given for any hours worked in excess of set hours.

Duration of post: The post is a permanent contract. All new employees undertake a probationary period of 6 months; in which time they are expected to demonstrate their suitability for the post.

Closing Date: **Noon on 21 June 2019**

Interviews: **w/c 24 June 2019**

To apply for the position, you are required to complete an Application Form which can be downloaded from our website: www.lancswt/jobs.org.uk

Completed Applications should be returned to: applications@lancswt.org.uk OR
The HR Department, The Wildlife Trust for Lancashire, Manchester and North Merseyside, The Barn, Berkeley Drive, Bamber Bridge, Preston PR5 6BY.

Thank you for your interest in working for the Wildlife Trust for Lancashire, Manchester and North Merseyside. We look forward to receiving your application.



Criteria Common to All Job Descriptions:

A Job Description sets out the purpose of the job, where it fits into the Trust's structure, the context within which the job holder functions and the principal accountabilities of job holders, or the main tasks they have to carry out. It is not a definitive work plan. This document is intended to provide guidance on the scope and function of the job.

Equal Opportunities Statement:

All employees are required to adhere to and promote the principles and operation of the Trust's policies on equalities, to ensure that services provided are relevant to ethnically diverse communities and other disadvantaged groups in the area.

Health and Safety Statement:

All employees are required to ensure that all duties and responsibilities are discharged in accordance with the Trust's Health and Safety at Work Policy and the Health and Safety File. They should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the Trust including personal protective equipment in accordance with training or insurance. All members of Trust staff are responsible for informing their line managers of any potential gaps in the current Trust Policy. All employees are responsible for ensuring that Health and Safety Policy is up to date and continuously reviewed and evaluated.

Performance Review:

All employees will participate in the Trust's Performance Review process. The process aims to ensure that performance standards/targets are jointly agreed between employees and line managers and are achieved within agreed time scales. Failure to maintain an appropriate standard indicated by management can result in Capability proceedings being taken.

Commensurate Statement:

At times, the Post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area.

Adherence to Staff Handbook, Policies and Procedures:

The Trust is a large, diverse charitable organisation and as such needs to ensure that all employees are aware of their obligations to and from the organisation. These are clearly defined in the Staff handbook, the Intranet and in the policies and procedures adopted by Council as part of the Trust's governance. All Employees have an obligation to read and understand these policies, especially those that are pertinent to this role.

