



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 |

OTHER PLACES TO SEE

| | | | |
|----|------------------------|----|---------------------|
| 14 | Freshfield Dune Heath | 36 | Seven Acres |
| 15 | Haskayne Cutting | 37 | Cuerden Valley Park |
| 16 | Heysham Moss | 38 | Fyde Dunes |
| 17 | Heysham Nature Reserve | 39 | Sefton Coast |
| 18 | Hghfield Moss | 40 | Lightshaw Meadows |
| 19 | Holiday Moss | 41 | Red Moss |
| 20 | Longworth Clough | | |
| 21 | Lunt Meadows | | |
| 22 | Mere Sands Wood | | |



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.

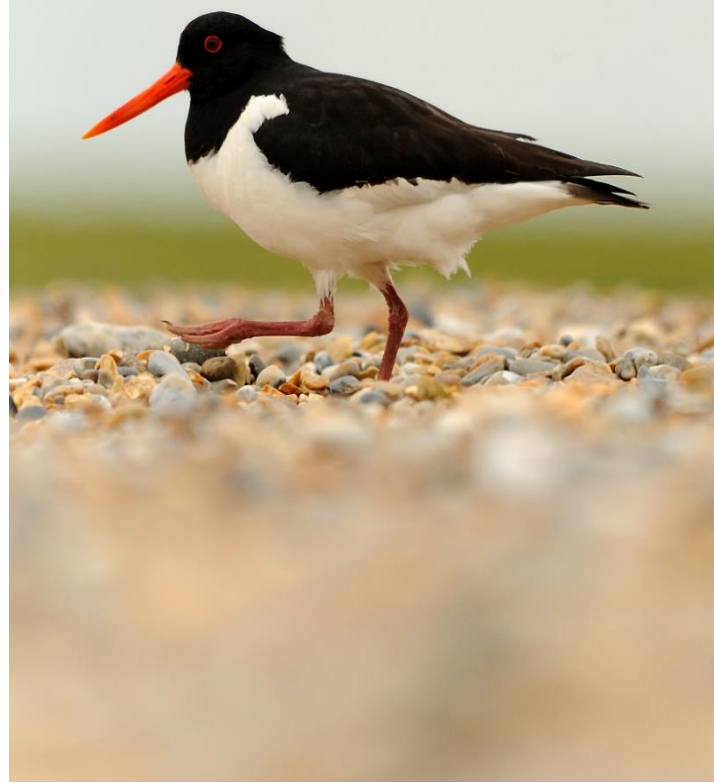
We are also leaders in delivering natural wellbeing. Our ground-breaking partnership with the NHS, MyPlace is making a huge difference to the way young people with mental health issues are able to seek help, and the positive impacts to date have been phenomenal.

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?

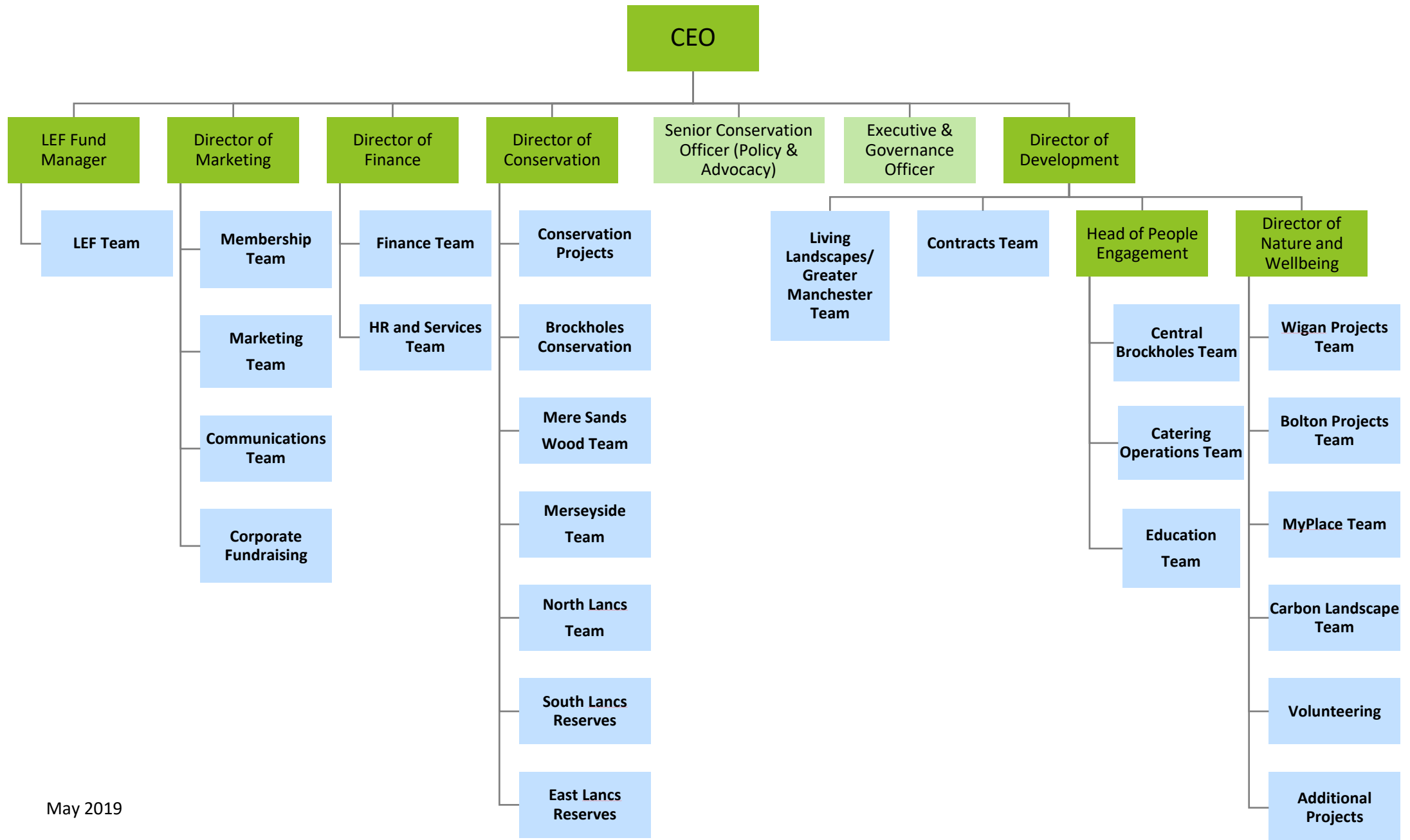
Passion

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 – Catering Supervisor

BROCKHOLES



Lancashire,
Manchester &
N Merseyside

Post Title:

Catering Supervisor

Responsible to:

Assistant Catering Operations Manager

Location:

Brockholes Nature Reserve, Samlesbury,
Preston, PR5 OAG

Hours of Work:

37.5 hours per week

Salary:

£17,095.85

Duration of post:

Permanent

PURPOSE OF POST

A multi-award winning visitor attraction is seeking a self-motivated and experienced Catering Supervisor to join the Catering Team. Previous front of house experience is essential for this position.

You will be responsible for assisting the Catering Management Team in the day to day management of the site wide catering operation, including Restaurant, Wedding's, Conference and Events. You will help ensure that the operation is commercially successful and consistently exceeds visitor expectations.

KEY ROLES AND RESPONSIBILITIES

You will be responsible for the day to day supervision of the front of house catering operation.

You will ensure food and drink products are served and displayed effectively to achieve stretching financial targets and maximise income and profitability.

You will supervise a team of permanent and zero hours catering staff and work proactively alongside colleagues in the wider Brockholes team to promote our work.

Job Description

1. Proactively deliver exceptional customer service all day, every day. Maintain consistent standards of presentation and product within the catering operation. Monitor customer feedback and act on it where appropriate.
2. Ensure that staffing levels are appropriate for the needs of the business by preparation of monthly rotas.
3. Ensure other staff are allocated tasks during quiet and peak times.
4. Ensure Catering outlets are adequately staffed.
5. Create a great working environment for the team. Assist with the recruitment and training of enthusiastic and talented people and improve performance by setting clear objectives and giving regular feedback.
6. Ensure food and drink products are served and displayed effectively to maximise sales so that the profit can be reinvested in the conservation of the nature reserve.
7. Supervise the delivery of small functions and events.
8. Comply with all relevant health and safety legislation and LWT rules including Food Hygiene standards and COSHH procedures at all times.
9. Ensure correct use of equipment and that good housekeeping standards are maintained at all times.
10. Ensure security and cash handling procedures are adhered to.
11. Perform and assist with other management duties as may be reasonable requested by your line manager or the general manager.



Person Specification

EXPERIENCE

Desirable

- Practical experience of delivery of conferences and special events including weddings.

Essential

- Proven track record of delivering exceptional customer service in a front of house capacity.
- Supervisory skills including giving clear daily direction and providing feedback.
- Practical experience of catering best practice including the production and service of good quality food and drink ideally supported by appropriate qualifications.
- Familiarity with till and stock control systems and procedures.

KNOWLEDGE

Essential

- All food hygiene and Health and Safety compliance requirements

SKILLS

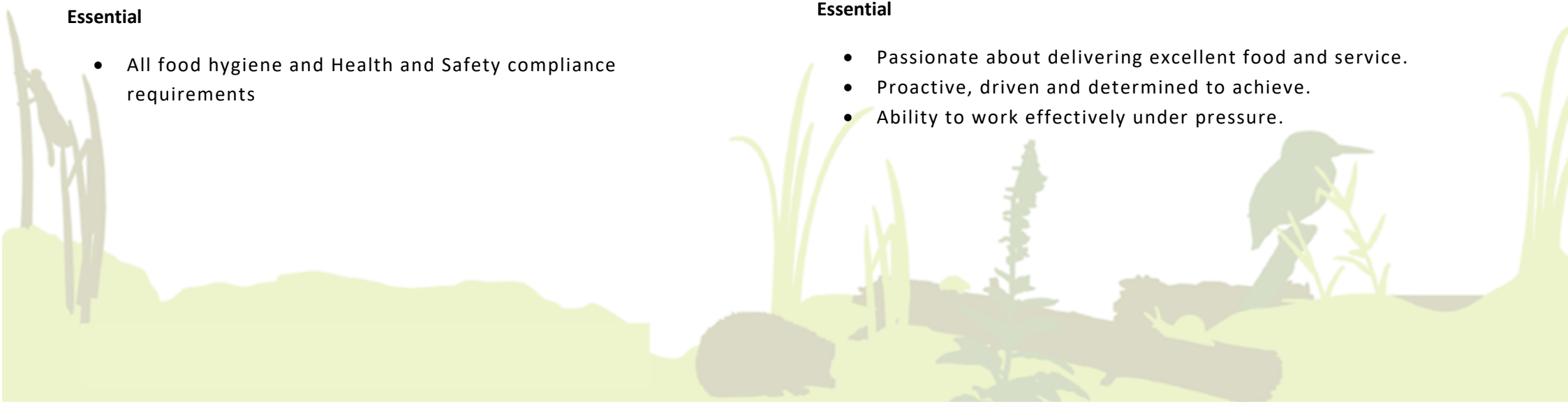
Essential

- People skills to enable effective relationships internally and externally.
- Good written and verbal communication skills.
- Numerate and able to produce accurate reports.
- Strong organisation and planning skills.

PERSONAL QUALITIES

Essential

- Passionate about delivering excellent food and service.
- Proactive, driven and determined to achieve.
- 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:** Full Time 37.5 hours per week. The post will involve occasional evening and regular weekend working. Time off in lieu is given for any hours worked in excess of 37.5 per week.
- Duration of post:** This post is offered on a permanent basis. 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:** **Thursday 20 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.

