The Wildlife Trust for
Lancashire
Manchester &
North Merseyside

Recruitment Pack



About us

We're one of 47 Wildlife Trusts spread across the UK, the Isle of Man and Alderney.

The Wildlife Trust for Lancashire, Manchester and North Merseyside (LWT) was founded in 1962 by people who knew they needed to take action for nature. Since then we have grown to be the largest nature conservation body in the area.

We are uniquely positioned to lead change in our region, 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 and habitats, protecting the biodiversity of our area so that nature can recover.

At LWT we believe that:

- Wildlife has intrinsic value, bringing colour, beauty and wonder to all our lives.
- The natural environment is under immense and growing threat, where we live and across the world.
- We are part of the natural world, and wildlife is relevant to every part of our lives; everything we do has an impact on it, and the natural environment affects our health, our wealth and our state of mind.
- Everyone can make a positive contribution to wildlife and can benefit from it.



Our Mission

- Enable wildlife's recovery in our area by working in partnership with others to conserve, restore, create and connect habitats and to increase species abundance;

- Connect people with nature and help them to take action for wildlife, wherever they are.

Our Vision

- Nature is recovering on a grand scale across Lancashire, Manchester and North Merseyside, and in our sea, and that everyone is able to enjoy our increasingly abundant wildlife.

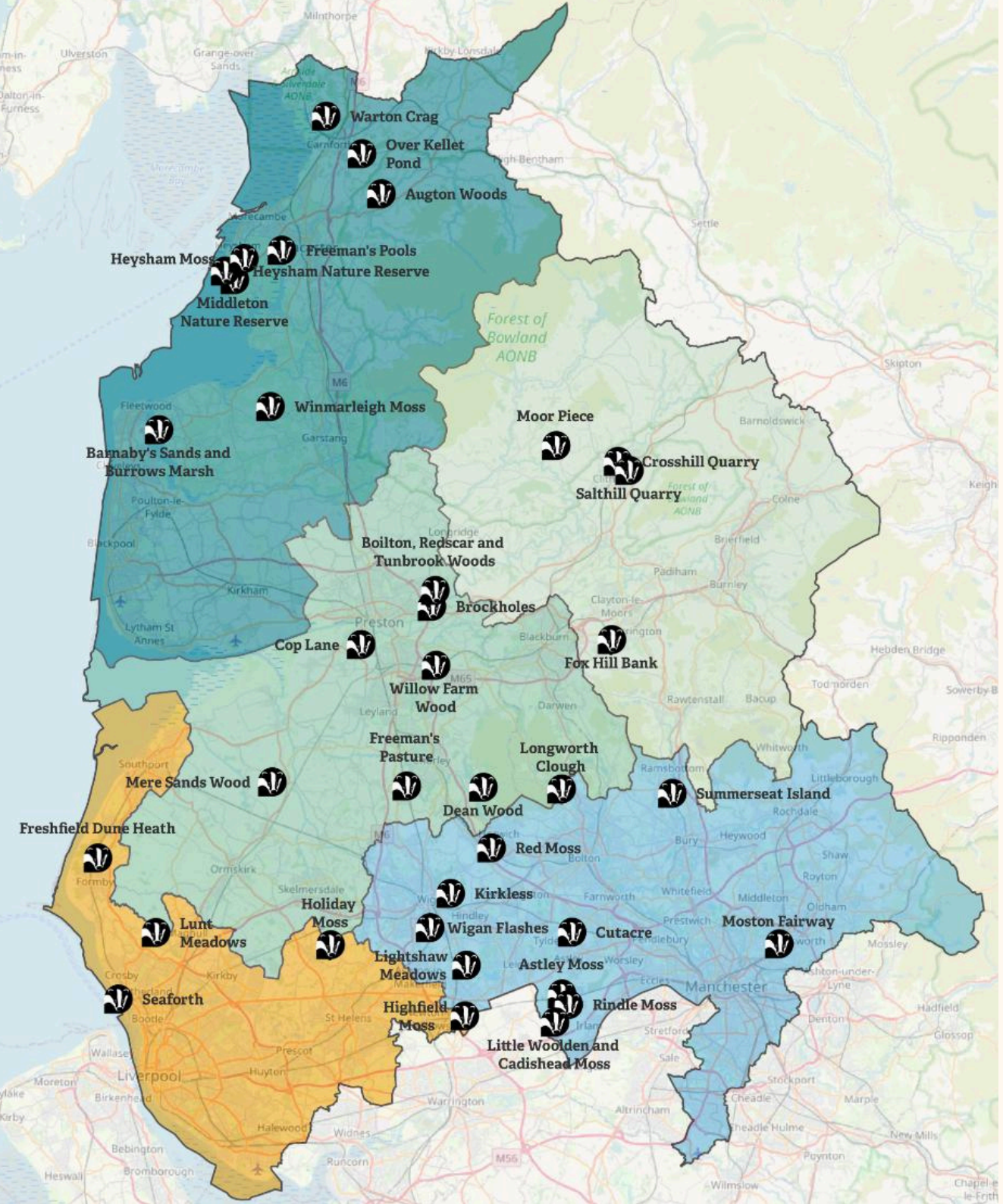
Our Work

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 secure a brighter future for both wildlife and wild places across our region.

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 believe that wildlife and nature have the power to instill confidence, heal the mind and help people meet their potential, which is why we champion a number of ecotherapy-based projects for both children and adults and the positive impacts to date have been phenomenal.

Find out more: www.lancswt.org.uk/our-work



Our Nature Reserves

We have saved many special places, acquiring and managing many of them as nature reserves.

We look after 50 sites (including 42 of our own nature reserves), and a total of around 1,300 hectares of habitat, creating a network where people and wildlife can thrive, on your doorstep.

We believe that limited mobility shouldn't mean missing out on wildlife. Many of our reserves have accessible paths and boardwalks, disabled facilities and accessible bird hides, so people can fully immerse themselves in the great outdoors and discover the wonderful wildlife that lives on our doorstep.

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.

Strategic Goals by 2030

- Nature is in recovery with abundant, diverse wildlife and natural processes creating wilder land and seascapes where people and nature thrive.

  30% of land and sea is in recovery.

- People are better connected to nature in their lives and more are taking purposeful action for wildlife.

  1 in 4 people are taking action for nature.

- We have the financial and human resources, systems and skills that we need to improve our impact for nature's recovery.

  LWT will be bigger, better and more joined up.

Our Strategy

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.

Our Impact

- Our education team and project officers engage more than **20,000** children in wildlife-related activities.
- On average every **10 miles** you travel in the region means you will pass a Wildlife Trust project.
- More than **30,000** members support the Wildlife Trust in the region and 800,000 across the UK.
- More than **5,000** people a year take part in walks and other events on our reserves.
- We have over **1,200** dedicated volunteers supporting us on a regular basis, with their time, skills and experience.
- Our reserves cover more than **1,300** hectares across the region.
- We own or manage **42** nature reserves in the region.



Our Culture

We foster a creative environment where new ideas can flourish. Our team members take pride in personal responsibility, striving for excellence in everything they do. Success in our organisation comes from a commitment to outstanding results, alongside a dedication to building strong, meaningful relationships - both within our team and with our external partners.

We promote a culture where our staff, trustees and volunteers are Wild About Inclusion, where difference is celebrated, everyone can be themselves, feel respected and able to contribute to their full potential.

What does an LWT team member look like?

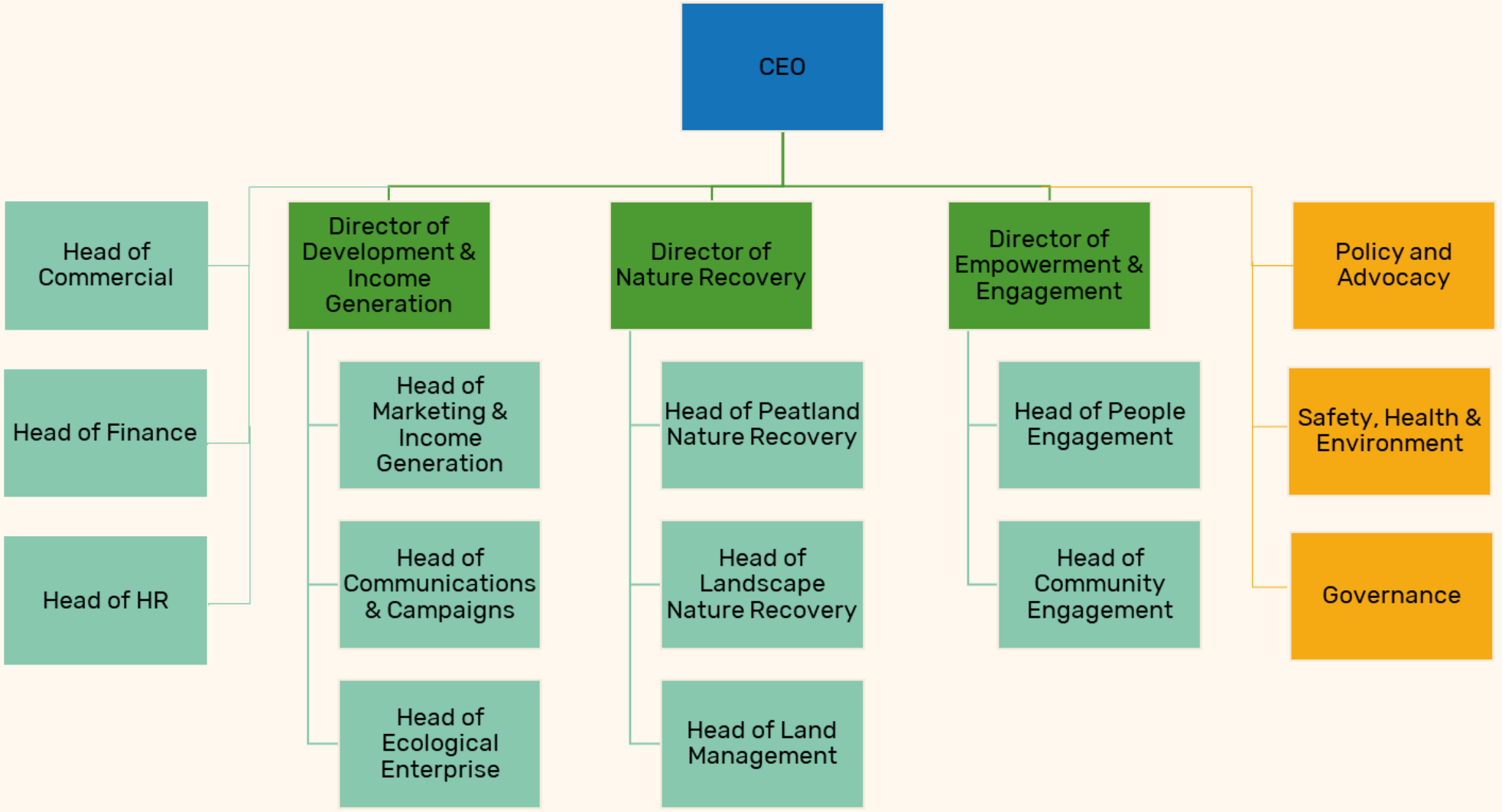
Integrity
Acting in the best interest of LWT and honouring our scientific foundations in every activity. Our approach is built on honesty, respect, and a commitment to the core objectives of the charity, as well as the wishes of our members and funders.

Teamwork
We foster a friendly, welcoming atmosphere where everyone is treated with respect and courtesy. We believe in the strength of our unity as one big team. Always ready to roll up our sleeves and help wherever it's most needed, regardless of the role.

Passion
Passion drives every LWT team member. Whether it's a love for wildlife, a desire to make a meaningful difference, or a commitment to inspire others, passion is at the heart of everything we do - and we have it in abundance!



Our Organisation



Job Description

Post Title:
Service Assistant

Responsible to:
Catering & Retail Manager

Location:
Brockholes Nature Reserve, Samlesbury, Preston, PR5 0AG

Hours of Work:
Variable (subject to business needs)

Salary:
National Minimum wage

Duration of post:
Seasonal

Other:
All candidates must have the Right to Work in the UK.

PURPOSE OF POST

This post is part of our commercial operations at Brockholes Nature Reserve. We will deliver the highest of standards to help ensure that visitors to the Reserve have a fantastic experience.

Our catering and retail operations at the Reserve compliments the wider work of the Trust to engage and inspire families to be more active in the outdoors.

The commercial team play a fundamental role in the experience which people have with our engagement work, and so we are looking for enthusiastic and positive individuals who want to be part of our ambition to improve the lives of families in the local area and beyond.

We are looking for candidates with varying availability to cover weekend shifts and peak periods.

Our Service Assistants work across our commercial outlets, working in the café, helping in the gift shop or preparing the venue for an event, and will also be responsible for providing a warm welcome for visitors, conferences, weddings and special events.

KEY ROLES AND RESPONSIBILITIES

Our service staff will predominantly work in our on-site café/restaurant in the front of house, providing a friendly and efficient service to customers and maintaining a high quality of operational standards.

As well as working in our front of house you will also assist in our kitchen, doing low level food prep such as making sandwiches, re-heating food and running plates through our pot-wash, as well as cleaning and always keeping the catering space clean and tidy. Our service assistants clean the space they work in, as well as help to look after the visitor facilities throughout the day. You will work with senior staff to ensure that the catering offering is an integral part of the visitor experience, and you will help to develop a reputation for excellent food.

This role will be based at Brockholes Nature Reserve, although on rare occasions you may be asked to support at our other locations in the local area (with travel expenses covered)

Catering duties

- Deliver the highest standards of food and drink preparation and presentation.
- Accurately manage transactions with customers using cash registers.
- Deliver excellent customer service and strive to exceed visitor expectations at all times, helping us to establish a reputation for consistently delivering high quality food and service.
- Provide visitors with information on food composition, ingredients and menu and food displays.
- Help to maintain sales through the preparation of sandwiches in line with demand, ensuring clean and polished cutlery, crockery, glassware, and that trays are washed and returned to the restaurant in line with demand.
- Assist with the delivery of conferences, weddings and other functions as required.
- Take a personal responsibility for Food Hygiene standards whilst performing daily tasks, ensuring personal work stations are clean and tidy at all times.
- Maintain cash and stock security.
- Display and re-stock all condiments and garnishes as necessary.
- Follow daily and weekly site cleaning programmes.
- Follow COSHH regulations.
- Work in our kitchen preparing simple food such as sandwiches and cooking chips and other oven ready items.
- Maintain a clean and safe kitchen space, including operating our pot wash and still area.
- Uphold the licencing objectives in regards to the sale of alcohol.

Retail Duties

- Provide a warm welcome for visitors, making their Brockholes shopping experience an enjoyable one.
- Following training, take full responsibility for the day to day running of the shop. This includes taking accurate cash and card payments, maintaining the retail paperwork, following procedures for opening and closing the shop, daily cashing up and checking in stock.
- Actively maintain knowledge of the product ranges so that you are able to assist and advise visitors with their purchases.
- Ensure the shop is kept in a clean, attractive and safe condition, both inside and out.
- Merchandise and display stock to a high standard at all times by making effective use of point of sale materials and ensuring displays are fully stocked, in date, and correctly priced.
- Maintain outside shop front retail displays to attract visitors inside the shop. Keep a close eye on the weather conditions and the impact this may have on these displays.
- Ensure every opportunity is taken to increase retail sales, raising the average transaction value from customers. Support all promotions and upsell enthusiastically whenever possible.

General

- The job holder is required to follow and comply with all policies and procedures of the Trust which includes the Trust's Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trainees, visitors, and others at the Trust.
- To work as part of a team alongside staff and volunteers as required.
- To uphold the working values and expectations of the Lancashire Wildlife Trust.
- To carry out other duties relevant to your post as reasonably required by your line manager.
- To maintain a clean and welcoming environment for our visitors, this includes cleaning our public areas and washroom facilities.

Person Specification

EXPERIENCE

Essential

- Experience of working within a catering environment including the service of good quality food and drink.
- Proven track record of excellent customer service.
- Experience of food handling, and legislation such as allergens and dietary requirements.

Desirable

- Experience working on a cash register.
- Experience with conferencing, events and weddings.
- Experience in a busy mixed environment such as a Hotel or visitor attraction.

KNOWLEDGE

Essential

- All food hygiene and Health and Safety compliance requirements.
- Familiar with the Nature Reserve at Brockholes.

SKILLS

Essential

- Strong people skills and able to communicate effectively with a wide range of audiences.
- Excellent standards of customer service and presentation.
- Strong organisational and team working skills.
- Ability to work under pressure and to remain calm in stressful situations.
- Full Drivers licence and access to your own vehicle.

PERSONAL QUALITIES

Essential

- Commitment and enthusiasm to the Trust and its work.
- Commitment to the Trusts policy on Equality, Diversity and Inclusion.
- Passionate about delivering excellent food and service.
- People oriented with a “can do” attitude.
- A friendly and approachable manner, with an outgoing personality.
- Ability to be flexible and respond to changing situations.
- Punctual, reliable and professional.

Desirable

- Passionate about nature and wildlife conservation.
- An interest in the Nature Reserve at Brockholes.

General Terms & Conditions

Holidays: 28 days per annum (increasing with length of service), plus bank holidays.

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

Hours of Work: Variable

Duration of post: Seasonal

Closing Date: Sunday 13th December 2026

Interviews: Applicants will be invited to interview as applications are received, so early applications are encouraged.

We reserve the right to close this recruitment if it is deemed that we have received a suitable number of applications. On this basis we would advise that applications are submitted as soon as possible.

To apply for this position you are required to send an up to date CV to: applications@lancswt.org.uk

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

TERMS OF REFERENCE

As an inclusive employer, The Wildlife Trusts value diversity and we're committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. We actively encourage applications from people of all backgrounds and cultures. We believe that a diverse workforce will help us create our vision of people close to nature, with land and seas rich in wildlife.

To understand how we are performing, we ask that you kindly complete a Diversity Monitoring Form in addition to your application.

Please be assured that your responses are kept confidential, separate from your candidate record, are not part of any application you make, and that the recruiting staff never see individual responses to the questionnaire.

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.

Safety, Health and Environment Statement:
All employees are required to ensure that all duties and responsibilities are discharged in accordance with the Trust's Safety, Health and Environment (SHE) at Work Policy and associated SHE policies and guidelines. 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 the SHE 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 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.