

CAFÉ ASSISTANT / COOK

- Job Title:** Café Assistant / Cook
- Location:** Whistles Café, Norchard Station, Forest Road, Lydney, GL15 4ET
- Employment Type:** Part Time – 24 hours per week, Permanent
8 hours Wednesdays, Saturdays & Sundays (8.30am – 4.30pm)
Bank holidays, the Christmas period and occasional other events must be covered as part of the role.
- Start Date:** Immediate, by early November for the Christmas season

About Us:

Dean Forest Railway is a volunteer-led heritage railway situated in the picturesque Forest of Dean. We operate Whistles Café at our Norchard Station, providing delicious food and refreshments to our visitors. We're looking for an enthusiastic Café Assistant / Cook to join our team, contributing to a memorable visitor experience through excellent customer service and food preparation.

Job Description:

As a Café Assistant / Cook, you'll play a key role in providing a great café experience for our customers. Your main duties will include preparing and cooking food, ensuring the café is clean and well-stocked, and assisting with service. You will also be responsible for maintaining high food safety standards, managing stock levels, and helping to prepare pre-ordered items. This is a hands-on role that requires good communication and organisational skills, as well as the ability to work efficiently under pressure during busy periods. Additionally, you will be required to deputise for the Café Supervisor in their absence.

Key Responsibilities:

- Preparing a variety of café offerings, including sandwiches, toasties, bacon rolls, toasted teacakes, pasties, and sausage rolls etc.
- Operating and maintaining kitchen equipment such as coffee machines, ovens, fridges, extraction and griddles.
- Serving customers, managing till operations, and preparing drinks
- Following food health and safety regulations to maintain cleanliness in both the kitchen and café areas, including regular deep cleaning, to ensure hygiene standards are met at all times.
- Monitoring and managing stock levels, replenishing fridges, and reporting low supplies.
- Assisting with preparation of pre-ordered items such as cream teas and afternoon teas
- Handling, separating and removing waste
- Washing up, especially after special events
- Working efficiently during peak periods and managing made-to-order requests promptly

Personal Skills & Qualifications:

- Experience working in a kitchen or café environment
- Knowledge of food safety regulations (minimum Level 2 Food Hygiene Certificate required)
- Ability to work in a fast-paced environment especially during peak times.
- Strong organisational and time management skills
- Good verbal communication skills
- Strong customer service skills with the ability to handle customer requests in a friendly and efficient manner.
- Ability to work independently and as part of a close-knit team
- Thoroughness and attention to detail
- Good physical stamina to stand for extended periods and handle the physical aspects of the role especially during peak times.
- A Level 1 Certificate in General Cookery is desirable but not essential
- Familiarity with food labelling and stock management
- Friendly and approachable, with a willingness to learn and grow within the role

Job Details:

- 24 hours per week, Permanent
- Salary: £11.50 per hour / £14,352 per annum (£22,425 pro rata)
- 8 hours, Wednesdays, Saturdays & Sundays (8.30am – 4.30pm)
- Bank holidays, the Christmas period and occasional other events must be covered as part of the role. Overtime will be paid at the standard hourly rate.
- Statutory annual leave entitlement
- Company pension scheme

What We Offer:

- A friendly, relaxed and supportive work environment
- The opportunity to be part of a historic railway and contribute to a unique visitor experience
- Staff discount and access to special events

How to Apply:

Interested candidates are invited to submit their CV and a cover letter outlining their demonstrable relevant experience and why they would be a great fit for this role. Candidates who do not provide a role-specific cover letter will not be considered.

Please send your application via email to Peggy Römer, General Manager, at jobs@deanforestrailway.co.uk.

Due to the high volume of applications we receive, only shortlisted candidates will be contacted for an interview. If you do not hear from us within four weeks of the application deadline, please consider your application unsuccessful.

Dean Forest Railway is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.