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|  | **HIGH LIFE HIGHLAND****JOB DESCRIPTION** |

**JOB TITLE**: Senior Cafe Assistant

**SALARY**: £23,953.80 - £24,646.44 pro rata

Temporary 6 month contract in the first instance

**HOURS OF WORK** 33.5 hours - April-October, 25.75 hours - November-March

**LOCATION:** Inverness Museum and Art Gallery (IMAG)

**RESPONSIBLE TO:** Visitor Services & Digital Collections Officer

**JOB PURPOSE:** To operate IMAG Coffee Shop with outstanding customer service, whilst building a good local customer base and financial sustainability.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

* To provide excellent customer care to all visitors, with a can-do attitude.
* To prepare and serve food/refreshments in a timely manner.
* To always keep café clean to a high standard.
* To hold, or willing to gain, a Food Hygiene Certificate.
* To have knowledge of food safety standards, i.e. HACCP/Cooksafe and allergens legislation.
* To ensure all record keeping (e.g. daily temp checks/wastage sheets) are kept up to date.
* To ensure that supplies are correctly ordered, checked, and stored.
* Have a knowledge of stock rotation and wastage.
* Cash handling and reconciliation experience.
* To ensure that all work activities are carried out safely in accordance with health and safety procedures.
* To work with and give support to the wider Museum and Art Gallery team.
* To look for opportunities to add value to the visitor experience.

**Other Duties:** You may be required to perform duties and work in locations, appropriate to the post, other than thosegiven in the job description. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date: May 2024**

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|  | **HIGH LIFE HIGHLAND****PERSON SPECIFICATION** |

**JOB TITLE:** Senior Cafe Assistant

**LOCATION:** IMAG Coffee Shop

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**
* Experience in a busy food service environment.
* Cash handling/ reconciliation experience.
1. **SKILLS/ATTRIBUTES GENERAL**
* Excellent communication skills.
* Ability to record information.
* Excellent planning ability.
* Ability and willingness to learn new skills.
* Ability to work in a manner that ensures the safety of yourself and others.
1. **SKILLS/ABILITIES SPECIFIC TO THE POST**
* Excellent customer service skills.
* Excellent food production skills.
* Good knowledge of hygiene measures required for food service.
* Understanding of legal requirements relating to allergens in food service.
* Good understanding of price margins, ordering, stock control and wastage.
* Ability to work on a flexible rota system, including regular weekends and bank holidays.
1. **INTERPERSONAL AND SOCIAL SKILLS**
* Ability to work on own and as part of a team.
* Ability to work under pressure.
* Self-motivated.
* Able to use own initiative.
* Lively personality.

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students*