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

**JOB TITLE**: Relief Catering Supervisor

**SALARY**: £13.63 per hour

**HOMEWORKING**: This post is not suitable for homeworking

**HOURS OF WORK:** As and when required

**LOCATION:** Inverness Botanic Gardens.

**RESPONSIBLE TO:** Senior Catering Supervisor

**JOB PURPOSE:** To provide holiday, sickness and training cover for permanent members of staff. You will be employed by High Life Highland on a casual basis, as and when required, there are no set hours. As a relief worker with High Life Highland, you are free to choose whether to take on work when it is available, and the Charity is under no obligation to offer work to you.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

* To provide excellent customer care to all visitors and staff with an enthusiastic and customer focused attitude, both individually and through the whole catering service team
* To manage and lead an effective team appropriate to the demands of the business
* To manage team to ensure that all supplies are correctly ordered, accepted and stored to a high standard
* To help prepare food and menus and supervise ordering of produce to stimulate demand and ensure good profit margins.
* Manage preparation of dishes/menus to satisfy customer demand in all areas.
* To ensure that all training and record keeping is up to date and adhered to by the whole team.
* To ensure that all work activities are carried out safely in accordance with health and safety procedures.
* To ensure all catering facilities within the post’s control are cared for, kept clean and tidy to a high standard. Cleaning duties including staff and visitor toilets.
* To support the wider team within the Inverness Botanic Gardens and Grow Project area and be involved in new business opportunities as they develop.
* To be solution focused and respond to feedback professionally
* To look for opportunities to add value to our visitor’s experience.
* To implement the Highlife Highland role model behaviours
* To work on a rota basis including weekend and bank holiday working
* To ensure all catering facilities within the post’s control are cared for and that the all relevant areas are kept clean and tidy.

**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: September 2023**

*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*

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

**JOB TITLE:** Relief Catering Supervisor

**LOCATION:** Inverness Botanic Gardens

**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
* Management experience
1. **SKILLS/ATTRIBUTES GENERAL**
* Excellent communication skills
* Ability to record information
* Excellent planning ability
* Ability and willingness to learn new skills and techniques
* 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 cafe management skills
* Good knowledge of menu production
* Good understanding of kitchen margins, ordering and cost control
* Ability to work on a flexible rota system, including regular weekends and bank holidays
* Ability to manage a team
1. **INTERPERSONAL AND SOCIAL SKILLS**
* Ability to work as a member of a team or on own.
* Ability to work under pressure
* Self-motivated
* Able to use own initiative