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

**JOB TITLE**: Relief catering Supervisor

**SALARY**: £13.63 per hour

**HOURS OF WORK** Relief as and when required.

**LOCATION:** Inverness Botanic Gardens.

**RESPONSIBLE TO:** Senior Catering Supervisor

**JOB PURPOSE:** Join our vibrant team and play a key role in delivering exceptional catering services at Inverness Botanic Gardens. As a Relief Catering Supervisor, you will be responsible for supporting and supervising the Café Botanics, Café Aqua and events. Ensuring profitability, high-quality service delivery, and smooth day-to-day operations. You will provide operational support, assist staff, and help maintain an efficient and welcoming environment.

**KEY DUTIES AND RESPONSIBILITIES:**

**KEY DUTIES:**

1. **Customer Service:**
   * Deliver outstanding customer care to all visitors and staff with enthusiasm and professionalism.
   * Promote a customer-focused attitude within the entire catering service team.
2. **Team Support and Supervision:**
   * Assist, support, and supervise catering staff to meet business demands.
   * Provide guidance to staff to help maintain high performance.
   * Ensure adherence to company standards, policies, and procedures.
3. **Operations Support and Supervision:**
   * Assist with food preparation and ordering to maintain profitability.
   * Monitor supply levels, ensuring accurate ordering, acceptance, and proper storage of stock.
   * Support and supervise daily catering operations, including cleaning, staff scheduling, and task allocation.
4. **Health and Safety Compliance:**
   * Ensure all catering activities are carried out safely and in compliance with health and safety regulations.
   * Maintain cleanliness and hygiene across all catering facilities, including staff and visitor toilets.
5. **Continuous Improvement:**
   * Implement feedback to improve service delivery and enhance customer experience.
   * Look for opportunities to add value and create memorable visitor experiences.
6. **Collaboration:**
   * Support the wider team at Inverness Botanic Gardens and the Grow Project.
   * Contribute to the development of new business opportunities as they arise.
7. **General Responsibilities:**
   * Work flexibly on a rota basis, including weekends and bank holidays.

**ESSENTIAL ATTRIBUTES**

**1. Experience:**

* Experience working in a busy food service environment an advantage.

**2. Skills and Attributes.**

* Excellent communication skills.
* Strong planning and organisational skills.
* Ability to record and maintain accurate information.
* Willingness and ability to learn new skills and techniques.
* Commitment to working safely and promoting a safe environment for others.
* Exceptional customer service skills.
* Knowledge of food preparation.
* Ability to work efficiently within a team environment or independently as required.
* Strong ability to perform under pressure in a fast-paced environment.
* Self-motivated with a proactive and solution-focused approach.
* Able to use initiative to identify and address challenges effectively.

**Why Join Us?**

* Work in a friendly and supportive team.
* Enjoy the beautiful surroundings of Inverness Botanic Gardens.
* Be part of a café that serves amazing food, with aspirations to incorporate fresh, seasonal produce grown right in our gardens.
* Gain valuable experience in customer service, food preparation, and operational support.
* Receive full training in health and safety, food preparation, and customer service.
* Play a key role in ensuring a high-quality experience for visitors to the Gardens and beyond.

If you're passionate about food service and hospitality, we encourage you to apply and be part of our exciting journey!

**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 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: March 2025**