

Role profile Café Assistant

| | |
|----------------------|---|
| Job title: | Café Assistant |
| Days: | Various hours/ days |
| Location: | Scottish Seabird Centre, The Harbour, North Berwick |
| Reporting to: | Catering Manager (and to the Assistant when deputising) |

Background

The Scottish Seabird Centre is a conservation and education charity whose purpose is *“Inspiring and educating people about the Scottish marine environment, motivating them to care for it, and supporting conservation projects”*. Based in North Berwick, East Lothian we overlook the marine environment in the Firth of Forth and have over 200,000 visits each year.

We have three key pillars to our work:

- **Conservation** we develop, practically undertake, and promote models of conservation best practice and citizen science.
- **Education** we deliver education programmes, science resources and events and use innovative ways to provide information on the marine environment.
- **Communities** we work in partnership with diverse communities including enhancing the experience for visitors to North Berwick.

Job description

Our café has one of the best views in the town! Because of this, we welcome hundreds of people a week to our café and you'll have a vitally important role to play. You'll help the catering team to deliver high quality service and you'll work hard to ensure that our visitors have a fantastic experience.

You'll provide a warm welcome and must have a helpful attitude. You'll quickly develop an understanding of all our products and ingredients and be able to promote the café's special offers. Alongside other team members, staff keep the café clean (following all our new COVID19 hygiene protocols) and up to our five-star standard, as well as serving customers quickly, efficiently and promoting our Charity while doing so.

Principal duties

- To serve food efficiently from our kitchen, always ensuring friendly customer interaction.
- Be knowledgeable about the products and special offers available.
- Follow the opening and closing procedures.
- Ensure all counters and displays are always clean and fully stocked.
- Ensure all equipment is fully operational.
- Ensure Seabird Café facilities are clean (following all our COVID19 hygiene protocols) and of a high quality at all times including tables, chairs, highchairs, and condiments.
- To keep the dishwashing area working smoothly.
- To assist in the acceptance of stock deliveries and storage.
- To process all till transactions accurately.
- To assist with cashing-up procedures to ensure daily takings are handled securely.
- Observe all Health & Safety/ Environmental policies and procedures.
- To take an interest in and promote the work of our Charity, including our Discovery Experience, Gift Shop, Events, and membership to customers.
- Carry out any other relevant duty as directed by the line manager that is within the competence of the post holder.

Skills and experience

- A customer-focused attitude.
- Ability to achieve excellent results under pressure.
- Consistent delivery of a high-quality visitor experience.
- The ability to work on your own initiative and as part of a team.
- Proficient verbal and written communication skills.
- Basic maths skills.
- Attention to detail.
- Ability to prioritise your work.

Desirable skills

- An interest in Scotland's marine and coastal environment
- An awareness of and alignment with environmental sustainability principles and practice.

Our values

Our values underpin everything we do. We take pride in bringing these to life in all that we do. We are:

- PASSIONATE about Scotland's coastal and marine environment.
- INSPIRE others to explore and care for Scotland's coastal and marine environment.
- INNOVATE with the approaches we use to engage with people.

- COLLABORATE with local and national partners to convey the importance of Scotland's marine environment.
- INFORMED about the current health of Scotland's marine wildlife and habitats and the actions required to protect it.
- TRUSTWORTHY providing reliable information and acting with integrity and without bias.

Performance: To be measured against clearly defined measurable and challenging goals.

Wage: We pay above the national minimum wage rate.

Benefits

- Working for a successful conservation and education charity in a stunning location.
- Pension available.
- Training and development for everyone.
- 20% discount in the Centre's Gift Shop and Seabird Café.
- 10% discount on the Seabird Centre boat trips.
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply).
- Free access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions card.
- Free access/ special offers for a range of East Lothian attractions with an East Lothian Tourism Attraction Group card.

Applications: Tell us why you are keen to work with us in a covering letter and attach your CV. Please send both to info@seabird.org by 5pm on Friday 25th February 2022.

Please note: we anticipate a high level of interest in this position and may close the vacancy early once enough suitable applications are received. Therefore, please make sure you complete and submit your application at an early stage.