



HIGH LIFE HIGHLAND
JOB DESCRIPTION

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| JOB TITLE: | Senior Catering Assistant |
| SALARY: | £10.85 – 11.81 per hour (HC)3 |
| HOURS OF WORK | 30.50 hours per week average (33.75 April-October, 25.75 November-March) |
| LOCATION: | Inverness Museum and Art Gallery (IMAG) |
| RESPONSIBLE TO: | Senior Catering Supervisor |
| JOB PURPOSE: | To operate the café at IMAG to deliver both profitability and outstanding service whilst building a good local customer base |

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 ensure that all supplies are correctly ordered, accepted and stored to a high standard
- To help produce, 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 work closely with and give support to the wider Museum and Art Gallery team
- 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 ensure all catering facilities within the post's control are cared for and that 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 those given 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: February 2023



**HIGH LIFE HIGHLAND
PERSON SPECIFICATION**

JOB TITLE: Senior Catering Assistant

LOCATION: IMAG Cafe

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

2. 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

3. 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

4. INTERPERSONAL AND SOCIAL SKILLS

- Ability to work on won and as part of a team
- Ability to work under pressure
- Self-motivated
- Able to use own initiative and accept responsibility
- Lively personality