



Role profile Front of House Supervisor

Job title:	Front of House Supervisor
Location:	Scottish Seabird Centre, The Harbour, North Berwick
Reports to:	Catering Manager
Term:	Full time – permanent
Salary:	£24,000 per annum
Working pattern:	37.5 hours per week Varied opening hours across the year, Weekend working/bank holidays is required
Flexible working:	The Scottish Seabird Centre is supportive of flexible working and part time applications will be considered.

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 four 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.

- **Experience:** we use both our 4-star visitor attraction and digital resources to engage with more about the marine environment.

Our charitable work is supported by our retail, discovery and wildlife boats experiences which all combine to provide a valuable resource for members and visitors.

Job description

Our Café Team members are the first point of contact for visitors. We welcome hundreds of people each week to our Centre and this role ensures that our team deliver a high-quality customer experience that is consistent across the Centre.

Principal responsibilities

We are looking for an enthusiastic person who is motivated to ensure that our visitors have an excellent experience in our café, leads by example on customer care and professionally handles customer compliments and complaints. The individual will be a team player and, as part of our visitor experience management structure, will need to undertake the tasks of the designated Centre Duty Manager on a rota basis.

- i. Provide a warm and friendly welcome to our customers ensuring that they have an excellent customer experience and that our approach is inclusive towards everyone.
- ii. Work with the Catering Manager to lift the standard of customer experience in every aspect of our Seabird Café offering.
- iii. Undertake specific duties assigned by the Catering stock ordering and receipt, checking equipment is operational and daily cash/payment reconciliation.
- iv. Work safely, observing all Health & Safety policies and procedures and the hygiene standards required from our catering system.
- v. Supervise the café team ensuring that they understand their duties and are supported to carry these out effectively day to day.
- vi. Support the recruitment process to ensure that we are inclusive in our approach and that new recruits are supported effectively into their role.
- vii. Take responsibility for training our Café Team, nurturing each individual and embedding and maintaining a culture of excellent customer service.
- viii. Assist with the preparation of food in the kitchen, when required.
- ix. Ensure all caterings areas are checked and are fully operational, cleaned and meet required hygiene standards.
- x. Undertake the activities required of our Centre Duty Manager on a rota basis which includes opening up/closing down the Centre, daily safety checks and ensuring the smooth running of the Centre operations throughout the day.
- xi. Efficiently handle customer compliments and complaints.

- xii. Be willing to learn about our wider charitable activities and talk to customers about these, including promoting the benefits of our visiting our paid experience and membership.
- xiii. Carry out any other reasonable duty which is within the competence of the post, when directed by the Catering or Duty Manager to assist.

Essential skills and experience

- Consistent delivery of a high-quality visitor experience, with a customer-focused attitude.
- A confident communicator – verbal and written.
- Organised with an ability to take the initiative, prioritise your work and supervise others.
- A team player – adaptable and flexible to a varied working environment and able to handle customer compliments and complaints.
- An ability to work under pressure at peak times.
- An appropriate means of transport to get the Centre across the working week between 0830 and 1800 and occasional evening events.

Desirable skills and experience

- Alignment with our charity's conservation and education goals.
- An awareness of and affinity to environmental sustainability.

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.

Benefits

- Working for a successful conservation and education charity in a stunning location.
- Pension available.
- Training and development for everyone.
- 20% discount in the charity's Gift Shop and Seabird Café.

- 10% discount on the Scottish 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.