

Café Staff
(March 2021)

The job profile of responsibilities and key tasks provides an outline of the main aspects of the role, though not intended to be limiting in their nature. Some tasks may be amended and/or reallocated, by agreement with the Café Manager.

Post specification

Responsible to	Café Manager
Location	Gairloch, Wester Ross. IV22 2BH
Working pattern	The Café will be open between 10am – 5pm, Monday – Saturday. Shifts will likely be 4 hours, 6 hours or 8 hours. We wish to appoint a small, adaptable team who can work regularly and well together.
Pay rate	£9.50 per hour (this hourly rate will be reviewed if an enhanced role is undertaken)
Terms and conditions	The post holder will work to the relevant Museum Policies and Guidance: 1. Equality and Diversity; 2. Safeguarding; 3. Health and Safety & Emergencies; 4. Environmental Sustainability; 5. Personnel (Employed staff – as appropriate to the role); and within the agreed Contract of Employment

Responsibilities	Key Tasks
A: Customer Service	<ul style="list-style-type: none"> ❖ Greeting and taking customer orders ❖ Handling transactions (taking payment) ❖ Serving to table and clearing from table ❖ Responding to any queries and ensuring customer comfort and safety while in the cafe ❖ Dealing quickly and calmly with any issues arising ❖ Ensuring high levels of cleanliness, organisation and hygiene are maintained at all times
B: Food and Drink Preparation	<ul style="list-style-type: none"> ❖ Preparing hot and cold beverages ❖ Preparing meal orders ❖ Ensuring a clean and organised work area

	<ul style="list-style-type: none"> ❖ Communicating and working well with colleagues ❖ Restocking display areas ❖ Assisting with any deliveries ❖ Additionally, if it is in your skill set, you may be requested to contribute towards cooking, baking and planning menu items
C: Health and Safety	<ul style="list-style-type: none"> ❖ Complying with the café's allergen guidelines ❖ Complying with the café's health and safety risk assessment, notifying the Café Manager of any accidents or near misses ❖ Awareness and compliance with the café's HACCP plan, notifying the Café Manager of any issues arising ❖ Observing all Museum COVID-19 guidelines ❖ Ensuring a high standard of cleanliness and hygiene personally as well as within the café operation and practices
D: General Café and Museum operation	<ul style="list-style-type: none"> ❖ Identifying and undertaking training as available which would contribute to your development in the role ❖ Supporting the Café Manager, Museum Staff and Volunteers in creating and maintaining a friendly, positive and welcoming atmosphere for all customers ❖ Undertaking reading and talking to those with knowledge of the history of the area to increase own understanding of local heritage.

APPLICATIONS

If you require further information about the advertised position please email
secretary@gairlochmuseum.org

Your application should include a short covering letter outlining your skills and experience relevant to the post, Curriculum Vitae and the details of two referees and should be submitted by email to
secretary@gairlochmuseum.org

The closing date for applications is Friday 9 April 2021.
 We'll invite prospective candidates for an informal interview,
 scheduled to be held in the week commencing 19 April.
 Only candidates invited to interview will be notified.