

## Café Staff (January 2026)

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

<b>Responsible to</b>	Café Manager
<b>Location</b>	Gairloch, Wester Ross. IV22 2BH
<b>Working pattern</b>	The opening hours of the Café will be as advertised on the Museum website and Facebook pages. Shifts will be arranged in agreement with the Café Manager. The post holder will be part of a small, adaptable team working regularly and well together. Minimum of 30 hours per week, April – October.
<b>Pay rate</b>	Real Living Wage
<b>Terms and conditions</b>	The post holder will work to the relevant Museum Policies and Guidance: 1. Equality, Diversity and Inclusion; 2. Safeguarding; 3. Health and Safety & Emergencies; 4. Environmental Sustainability; 6. Personnel (Employed staff - flexible contract); and within the agreed Contract of Employment

<b>Responsibilities</b>	<b>Key Tasks</b>
A: Customer Service	<ul style="list-style-type: none"> <li>❖ Greeting and taking customer orders</li> <li>❖ Handling transactions (taking payment)</li> <li>❖ Serving to table and clearing from table</li> <li>❖ Responding to any queries and ensuring customer comfort and safety while in the cafe</li> <li>❖ Dealing quickly and calmly with any issues arising</li> <li>❖ Ensuring high levels of cleanliness, organisation and hygiene are maintained at all times</li> </ul>

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