



## **Tearoom Manager – Job Description**

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**Located at:** Scottish Fisheries Museum  
St Ayles, Harbourhead  
Anstruther KY10 3AB

**Responsible to:** Director

### **Background**

The Scottish Fisheries Museum was founded in the old fishing port of Anstruther, at a property known as St Ayle's, as a trust and charity in 1969 to preserve, record and interpret the history of the fishing industry in Scotland.

During the early 1900s, the Museum's buildings accommodated a chandlery business and areas were leased to fishermen for storage. The Museum has expanded to occupy a number of adjacent 18<sup>th</sup> & 19<sup>th</sup> century domestic properties associated with fisher families. Most recently, the Museum has developed the former Smith and Hutton Boatyard to house most of its collection of full size fishing vessels.

The Museum holds collections of over 65,000 artefacts, 74% of which are considered to be of international, UK or Scotland-wide importance and so formally received 'Recognition of National Significance' status in 2007.

The Museum has full Accreditation status and is graded a four-star visitor attraction by VisitScotland.

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### **Job Specification**

#### **Main Activities and Responsibilities:**

##### **1. Tearoom:**

a) The organisation, presentation and the smooth running of this key income-generating area of

the Museum;

- b) Planning and purchasing of stock for the above, within agreed budgets to meet income targets;
- c) Health & Safety and Hygiene issues concerning the above areas;
- d) Development of any other income streams, including out-of-hours events;
- e) Manage menu offering and Tearoom prices and agreed discounts;

## **2. Staffing;**

- a) Line management responsibilities for staff employed in the Tearoom and in food preparation;
- b) Recruitment, training and well-being of above staff and any volunteers;
- c) Management of staff roster, leave and sickness procedures;
- d) Ensure food hygiene and health and safety records are maintained, including allergy information;
- e) Representation of views, interests and concerns of the above staff at senior staff meetings;

## **3. Other Duties**

- a) Ensuring an excellent standard of customer care, helping to maintain our four-star VisitScotland status and aspiring towards us being a five-star attraction and our Accreditation standard;
- b) Acting as a Senior Manager at appropriate staff and development meetings as required;
- c) Preparation of food products to expand menu and income generation
- d) Assisting with publicity and marketing for the Tearoom and its products and services
- e) Liaison with other staff and volunteers as appropriate;
- f) Respond and deal with any relevant customer issues or complaints;
- g) Manage food portion control and waste disposal;
- h) Developing and organising food-related events and activities;
- i) Assisting and serving in the Tearoom with any activities as required at busy times;
- j) Any other appropriate duties as instructed by the Director;

## **Characteristics**

The Tearoom is the main income generating area of Museum activities and is crucial to Museum development and attracting people into the Museum building. The post-holder must have the ability to lead, manage and develop a small team of staff and be part of the wider Museum senior staff team. They may be required to work alone in the workshop kitchen but should always be available to ensure front-of-house Tearoom service is operating efficiently with customer care paramount. The post-holder must be prepared to lead by example, assisting with any activity to meet the needs of the Museum in providing a quality service worthy of a national museum. They must be prepared to assist in marketing this offering to a wide audience and take part in local and national food initiatives. They must be willing to instigate management ideas for change and will be encouraged contribute constructive ideas of their own for developing this offering, efficiency and any additional activities which might generate extra income.

## **QUALIFICATIONS AND EXPERIENCE**

Essential skills and competencies:

- High standard of Customer care
- Experience of food preparation
- Managing staff and volunteers
- Maintaining Health & Safety/Hygiene

Desirable skills and competencies:

- Managing a budget/income generation
- Ordering stock
- Good communicator
- Experience of tearoom operation
- Experience of visitor attraction
- Knowledge of publicity/marketing
- Driving licence

Use of till and cash handling  
Ability to develop new ideas and expand menu  
Sense of humour and tact

Qualifications

- Food Safety Certificate Level 2 or equivalent

**Conditions of Service**

Full information on the policies and practices in place to support staff are contained in our staff handbook that will be made available to the successful candidate. The key benefits aligned to the post are however detailed as follows.

Hours: 37.5 hours per week with some weekend and evening working required. Lieu time will be given in respect of additional hours.

The post-holder will be expected to act as a key-holder and work certain rostered weekends and will be encouraged to work Saturdays.

**Salary: £ 17,000+ p.a. (depending on experience)**

Annual Leave: 33 days per annum including 10 public holidays.

Pension: The Museum offers a non-contributory stakeholder pension scheme.

Expenses/Travel: All reasonable out of pocket travel expenses will be reimbursed.

Before an appointment can be confirmed, you may be subject to a PVG check

The Scottish Fisheries Museum is committed to equality of opportunity

The Scottish Fisheries Museum is a charity registered in Scotland (No. SCO06185)

Applications: CV plus covering letter outlining reasons for applying and which skills you will bring to the post.

**Closing Date: Friday 26th January, 2018**

Updated 04.01.18