



Job Description – Waves Café Assistant

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

Responsible to: Front of House Manager

Background

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

During the early 1900s, the Museum's buildings accommodated a chandlery business and the Courtyard area was leased to fishermen for storage. The Museum has expanded to occupy a number of adjacent 18th & 19th century domestic properties, some associated with fisher families and, most recently, the Museum has developed the former Smith and Hutton Boatyard and 'Zulu Gallery' 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 a small team of paid staff plus significant volunteer support, especially through three clubs, the Boats Club, Model Boat Club and St Ayles Rowing Club.

The Museum has full Accreditation status and is currently graded a 4-star visitor attraction by VisitScotland.

Job Specification

Responsible to:

The Café Assistant will be accountable to the Front of House Manager as their line manager. This is the opportunity to join a team of staff in a busy museum Café at a time when we have relaunched the Waves café, with an exciting new menu with seafood items now being offered. The person must be flexible, willing to work hard at busy periods and present an enthusiastic public face to the Museum, helping to promote all it has to offer to visitors.

Main Activities and Responsibilities:

The post of Café Assistant is vital to ensuring the Café continues to operate smoothly, profitably and successfully with a very high standard of customer care. The post will involve taking orders, food preparation, serving customers, washing up and cleaning when required whilst maintaining required health and safety records and standards. The Museum Café is open six days a week until further notice.

The Café has developed its menu, particularly in the area of seafood products and recipes and is already offering table service. There is a kitchen as part of the Café and a food preparation area refurbished and equipped for preparing food items for consumption in the café.

Day-to-day Duties:

Under the direction of the Front of House Manager to:

- Ensure an excellent standard of customer care for visitors
- Ensure an excellent standard of cuisine for visitors
- Taking orders and making up orders within the Café kitchen
- Ensure that food preparation areas are kept tidy and clean
- Washing crockery, cutlery and utensils
- Assist in ensuring the health and safety of visitors
- Assist in ordering food from suppliers if required
- Assist with food portion control, service and washing-up as required
- Maintain food hygiene and health and safety records as required
- Respond to and deal with any relevant customer issues e.g. providing allergy information

Other designated activities:

- Undertake any other tasks as designated by the Front of House Manager.

Characteristics:

The post-holder must have the ability to work as a key part of a small team and to be capable working alone. They must be adaptable, friendly and conscientious, with an ability and temperament to cope with busy periods and with a good sense of humour. They must present a good impression of the Museum and be aware of its activities. Café Assistants will work under the direction of the Front of House Manager and to assist in running of the Café with customer care paramount. The wearing of uniform is required.

Essential Skills and Competencies:

- Experience of food preparation and/or customer service
- Good communication ability
- Ability to work as part of a small team and also able to work alone as required
- Attention to detail, tactfulness, reliability, hard-working and courteous

- High level of person hygiene and ability to undertake health and safety procedures
- Drive and commitment to excellent customer care
- Willingness to undertake training as required

Desirable Skills and Competencies:

- Food Safety Certificate Level 2 or equivalent
- Use of a EPOS and cash handling
- Previous catering experience
- Health and safety knowledge, including First Aid training
- Ambition/humour/tact

Qualifications:

- None essential, good education desirable

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.

Permanent post: From agreed starting date tbc

Hours: The Museum and Waves Café are currently open six days per week. The Café has at least two posts available and hours may be negotiable. Ideally, a commitment of minimum of 10 hours, including weekend working, will be necessary, depending on summer/winter season.

Salary: (National Minimum Wage)

Annual Leave: Dependent on working hours. Calculated on days/hours worked per week.

The Scottish Fisheries Museum is an independent trust and charity (registered in Scotland No: SCO06185)

Updated 28/03/2022