

# Role Profile

<b>Job title</b>	Catering Assistant
<b>Reporting to</b>	Cafe Supervisor
<b>Has reporting</b>	N/A
<b>Starting Salary</b>	£10.90 per hour ( £19,838-£22,352 per annum)
<b>Duration</b>	Permanent contract- 35 hours per week, annualised hours
<b>Location</b>	Dundreggan Rewilding Centre, Dundreggan
<b>PVG Check Required</b>	No

## Trees for life

Trees for Life’s vision is to rewild the Scottish Highlands by enabling the restoration of the globally unique Caledonian Forest which once covered much of Scotland. Integral to success is the involvement of thousands of people who help us to rewild the Scottish Highlands. Our mission is for a revitalised wild forest in the Highlands of Scotland, providing space for wildlife to roam and communities to thrive.

## Dundreggan

Dundreggan is a 10,000-acre estate in Glenmoriston between Loch Ness and Skye. Since 2008, the estate has been transformed into one of the best examples of forest restoration in Scotland. It includes a ground-breaking tree nursery and is where many volunteers come to take part in rewilding projects.

## Dundreggan Rewilding Centre

A Rewilding Centre is being developed at Dundreggan. It will include an innovative visitor experience and education centre, including a café, events and educational facilities. The Rewilding Centre will be an inspiring location where visitors of all ages, interests and backgrounds can explore the natural, Gaelic and cultural heritage of the Highlands and be inspired and educated about rewilding and the restoration of the Caledonian Forest.

## Values

Our values are at the core of our mission to rewild the Scottish Highlands, informing decisions large and small from the day-to-day running of our office to major conservation projects. We have shared these values so that our supporters, volunteers and partners can gain a deeper understanding of what drives Trees for Life.

## We are groundbreaking

We are an ambitious charity with a big mission. For over 25 years we have sought to bring innovation to conservation, and we continue to strive for new and ground-breaking ways to rewild the Scottish Highlands.

**We are collaborative**

We are an open, friendly and cooperative organisation. We welcome and encourage collaborative working with other organisations, landowners and the wider community. We believe we can always achieve more through teamwork.

**We are pragmatic**

We seek prudent, sustainable solutions in everything we do. We are always mindful of our duty to our supporters, our volunteers, our staff and above all to Scotland's wild forest. Seeking a pragmatic approach safeguards our organisation and the work we undertake.

**Overall Purpose of the Job**

The cafe and kitchen will be serving snacks, lunches, cakes and various beverages to the estimated 40,000 visitors a year, including those using the residential facilities that will be available for groups. The role will be part of a small team of catering staff working in the kitchen and cafe, responsible for preparing and serving all meals as part of the Rewilding Centre experience.

As a Catering Assistant at our flagship Rewilding Centre, you will assist with the service and preparation of food and beverages throughout the centre to a high standard and with a friendly and professional manner.

**Key Liaisons**

Cafe Supervisor, Head Chef, Catering team, Education & Visitor Experience Manager, Education & Visitor Experience team, Facilities Manager, Facilities team, Rewilding Centre Director and wider Dundreggan Estate team. Members of the public, visitors and groups.

**Scope, Accountability and Resources**

This role will have a wide ranging and varied scope as part of the Rewilding Centre Catering team.

Under the supervision of the Cafe Supervisor the role will be accountable for: serving food for all meals in line with the Cafe food service plan, food preparation, customer experience, implementation of quality control systems, implementation of food hygiene/health & safety systems.

Resources: the role has a fully equipped Cafe, fitted kitchen, servery and range of equipment.

**Key responsibilities**

- Assisting with the preparation and serving of all meals and beverages to customers.
- Supporting the kitchen team as necessary.
- Liaising with the Cafe Supervisor/Head Chef to make sure there is an adequate choice of menu items throughout the day.
- Knowing what is on the menu and what it contains.
- Making sure allergy and dietary information is clearly displayed for all food/drink.
- Ensuring that the service areas are clean and tidy at all times and food hygiene/health and safety regulations are followed.
- Maintaining outstanding levels of customer service, processing sales quickly, accurately and efficient use of till operations.
- Assist with the cleaning of all crockery, cutlery and service utensils within the centre.

- Contribute towards the delivery of hospitality and events around the centre including the set-up, service and clear down as required.

## Person Specification

The successful candidate for this role will have:

- Excellent customer service skills.
- Positive outlook, welcoming and approachable.
- The ability to accurately process customer orders through the Till system with a good standard of numeracy.
- First class communication skills and demonstrate accuracy and attention to detail.
- The ability to demonstrate great team work and work unsupervised.
- Flexibility to adhere to working patterns as needed.

## Skills

- Excellent communication skills to enable effective dialogue with visitors and colleagues.
- Organised and self-motivated.
- Able to perform well and remain professional whilst under pressure.
- Dedicated team-player, who strives for excellence.
- Displays a smart and professional appearance, representing the Rewilding Centre in a positive manner.
- Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous development.
- High level of accuracy and attention to detail
- Reasonable physical fitness

## Knowledge & Experience

### Essential

- GCSE or equivalent in Mathematics and English.
- IT literate or experience of EPOS systems.
- Willing to work towards RSPH Level 1 or 2 in Food Safety and Hygiene.

### Desirable

- Relevant experience in the tourism, hospitality and catering sector.
- RSPH Level 1 or 2 Award in Food Safety and Hygiene - gained within last 3 years.
- Gaelic speaker.
- Experience of Health and Safety systems such as Risk Assessment and COSHH.

## Skills & Competencies

- Organised
- Able to operate in a pressured environment
- Attention to detail
- Problem solver with the ability to use innovative and creative approaches.
- Effective communicator and team member.

## **Personal Attributes- Should always include:**

- Must be committed to the ethos and values of Trees for Life.
- Reliable.
- Positive attitude and keen to learn more.
- Prides themselves on great customer service.

## **Working conditions/ Special demands**

- The role will require rota working along with weekends and bank holidays.
- Due to the location of the centre, a full and valid driving licence is essential.