

# Role Profile

<b>Job title</b>	Hospitality Assistant
<b>Reporting to</b>	Operations Manager, Café Manager and Housekeeping Supervisor
<b>Has reporting</b>	None
<b>Starting Salary</b>	£12.61 per hour
<b>Duration</b>	Variety of hours and contracts available
<b>Location</b>	Dundreggan Rewilding Centre, Dundreggan , IV63

## 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

Dundreggan Rewilding Centre opened in April 2023. While free-to-access, the Rewilding Centre is a commercial enterprise and many activities generate revenue that can be used to support the charitable work of Trees for Life.

The centre includes an innovative visitor experience area, a café, events space, accommodation and educational facilities. The Rewilding Centre is 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 heart of our mission to rewild the Scottish Highlands, guiding us in everything from the daily rhythms of office life to the development of our landscape-scale initiatives. Sharing these values with our supporters, volunteers, and partners allows for a deeper understanding of our driving forces at Trees for Life.

## **We are Bold**

We are an ambitious charity with a critical purpose. For us, being bold means thinking about landscape restoration on a grand scale, embracing innovative rewilding methods and challenging the status quo. This approach ensures that every step we take is a bold stride toward a revitalised, thriving natural landscape.

## **We are Collaborative**

Our approach, deeply rooted in community and collaboration, involves working closely with local communities, conservation groups, landowners, and volunteers. Finding common ground and working together we will initiate positive solutions to the twin climate and biodiversity crises.

## **We are Pragmatic**

We embrace pragmatic and 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. By adopting practical solutions, we safeguard our efforts and ensure a resilient future for our initiatives.

## **Overall Purpose of the Job**

The hospitality assistant will support the running of the Visitors centre including - cafe, accommodation block, retail and visitor experience.

**Cafe:** To 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.

**Visitor Experience & Retail:** Responsible for providing a warm welcome to all visitors to the Rewilding Centre. Processing retail sales and ensuring stock/displays are replenished as needed.

**Accommodation:** To provide a clean and safe environment for visitors to experience in all areas of the Rewilding Centre and Accommodation block.

## **Key responsibilities**

### **Catering Assistant / Cafe duties:**

- Assisting with the preparation and serving of all meals and beverages to customers.
- Supporting the kitchen team as necessary
- Liaising with the Cafe manager and kitchen team 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.

### **Accommodation duties:**

- Cleaning all areas of the Rewilding Centre and Accommodation block in line with housekeeping schedule (excluding Rewilding Centre main kitchen).
- Replenishing paper towels, toilet rolls, soap and sanitisers in all toilets.
- Emptying waste bins and ensuring they are disposed of correctly across the whole centre and in line with relevant legislation.
- Cleaning all fixtures and fittings as per the housekeeping schedule.
- Cleaning all rooms after use and ready for the next guests.
- Communicating to the Housekeeping Supervisor when cleaning consumables are to be reordered to ensure supplies are constant.
- Reporting maintenance work to the appropriate post.
- Supporting the guest experience from pre-arrival until checkout
- Communicating with admin re. Bookings schedule
- Ensuring rooms are prepared for arrival
- Assisting with guests' requests/concerns during their stay

### **Visitor Experience and Retail duties:**

- Provide a warm & enthusiastic welcome to all visitors to the Rewilding Centre
- Engage with visitors and share knowledge of the Rewilding Centre and the estate ensuring that visitors get the most out of their visit
- Process retail sales, assist visitors in finding sizes, colours and options with clothing. Replenish stock as required.

## **Key Liaisons**

Operations Manager, Cafe Manager, Catering team, Visitor Experience Supervisor, Facilities Manager, Rewilding Centre Director and wider Dundreggan Estate team, members of the public, visitors and groups

## **Person Specification**

**The successful candidate for this role will be:**

- Hardworking with a high level of accuracy and attention to detail which is constant.
- Able to work alone, unsupervised and with minimal inconvenience to customers.
- Excellent in time management skills and have the ability to organise and prioritise tasks.
- Versatile in their approach to problem solving.
- Friendly, honest and approachable in their outlook with excellent customer service skills
- Able to accurately process customer orders through the till system with a good standard of numeracy.
- Flexible and be able to adhere to working patterns as needed
- Excellent in communication skills to enable effective dialogue with visitors and colleagues.
- Able to perform well and remain professional whilst under pressure.
- Able to display 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

## **Knowledge & Experience**

### **Essential:**

- IT literate or have experience of EPOS systems
- Willing to work towards RSPH Level 1 or 2 in Food Safety and Hygiene

### **Desirable:**

- Experience in handling chemicals, and/or in other housekeeping roles (full training will be provided).
- 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 & Safety systems such as Risk Assessment and COSHH.
- National 5 or equivalent in Mathematics and English

## **Personal Attributes**

- Must be committed to the ethos and values of Trees for Life
- Ability to work with complete discretion.
- A reasonable level of physical fitness is required.
- Team player with the willingness to contribute to the success of Trees for Life and our aims.
- Enthusiasm to develop your skills and knowledge.
- Adaptability to change and willingness to embrace new ideas and processes.

## **Working conditions/ Special demands**

- The role will require rota working along with weekends, evenings and bank holidays.