



**CAFÉ MANAGER/CHEF
JOB PROFILE
(Revised - 1 November 2024)**

Post specification

All who work in and for Gairloch Museum, be they volunteers or paid employees, are expected to recognise, respect and contribute to the purposes and activities of the charity in accordance with our Articles of Association.

Responsible to	The link Board member, Jean Ross, and, through her, to the Board of Gairloch & District Heritage Company Ltd.
Location	The role will be based at Gairloch Museum, Gairloch, IV22 2BH.
Contract	<p>The employment is to a seasonal permanent contract (April to October), with the possibility of flexible employment of some hours through the winter months (November to March), as Café Manager/Chef, the Responsibilities and Key Tasks being set out in the Job Profile below.</p> <p>Salary: pro rata of £28,000 f.t.e. for a 35 hour week (full time). £2334 per month.</p> <p>Working week: From 1 April to 31 October, the usual working week will be 35 hours over a period of 5 days. The hours of work are flexible, possibly including some Saturdays and evenings, as agreed with the Board link in advance. Any additional hours for occasional events / activities, agreed in advance with the Board link, will be paid monthly in arrears.</p> <p>November-March: 1-2 days each week, agreed in advance, depending on business need. Hours worked will be at a day rate of £130, paid monthly in arrears. Annual leave: pro rata of (full-time) 33 days each year, including statutory and local holidays, taken at times to be agreed with the Board Link.</p>

Terms and conditions	<p>The post holder will work to the relevant Museum Policies and Guidance</p> <ul style="list-style-type: none"> ❖ Equality, Diversity and Inclusion ❖ Safeguarding ❖ Health and Safety, and Emergencies <ul style="list-style-type: none"> ❖ Environmental sustainability ❖ Personnel ❖ Social Media <p>and within the agreed Contract of Employment.</p>
RESPONSIBILITIES	KEY TASKS
1. To manage the Museum café's catering provision within the budgetary parameters and in consultation with the link Board member	<ul style="list-style-type: none"> ❖ Create, prepare and present realistic menus for food and drink which will appeal to the Museum's visitors and the broader public ❖ Establish a workable specification on dishes to ensure consistency and put in place a system to monitor the quality of the offer ❖ Plan for and provide catering in support of Museum activities and events, including group visits, workshops, meetings, exhibition previews and talks, in collaboration with other Museum staff and/or the volunteer organisers ❖ Be responsible for cost-effective stock management, ordering, storage and wastage control ❖ Maintain records of all expenditure and income as required for financial reporting ❖ Supervise daily café till operations and undertake income reconciliation as required.
2. To be the team leader of café staff	<ul style="list-style-type: none"> ❖ Recruit, train/induct, lead, motivate and support café assistants, managing the team (including their hours of work) to meet the day-to-day and longer-term requirements of the Museum café operation ❖ Set the example for excellent customer service and ensure all team members provide such service to the highest standards ❖ Maintain time-sheets and other work-related records as necessary for self and other team members.
3. To ensure highest standards of Health & Safety compliance and building security at all times	<ul style="list-style-type: none"> ❖ Manage and monitor all relevant health and safety requirements, food hygiene and environmental health standards to an exemplary level ❖ Be conversant with, and able to implement if necessary, building emergency procedures and fire evacuation ❖ In collaboration with other staff, open and/or close the Museum building to enable efficient café operations.
4. To help develop a café marketing strategy based on the Museum café brand identity which will	<ul style="list-style-type: none"> ❖ Collaborate with Museum staff, Board members and volunteers to create an ambience for the café which will attract passers-by as well as visitors to the Museum.

<p>Increase footfall and generate income</p>	<ul style="list-style-type: none"> ❖ Input into broader Museum marketing strategies which will promote the Museum to existing and new visitor segments ❖ Contribute on occasion to content for the Museum website, <i>Gairloch & District Times</i> and social media accounts ❖ Identify opportunities with respect to the café enterprise which might support income-generation.
<p>5. To inform and work with the Museum Board and working groups</p>	<ul style="list-style-type: none"> ❖ Approximately every 4 weeks meet with Board link member to summarise financial and operational issues ❖ Approximately every 8 weeks, attend and contribute to café group meetings.
<p>6. To undertake development activities appropriate to the role</p>	<ul style="list-style-type: none"> ❖ Attend training or collaborative sessions which contribute to the development of the Museum's commercial operations and/or personal skills, knowledge and experience, as agreed with your Board link ❖ Keep abreast of current developments in the catering field and assess how they might benefit the Museum café.