



**MAKING
LIFE
BETTER**

JOB DESCRIPTION And PERSON SPECIFICATION

JOB TITLE: Relief Café Supervisor
SALARY: £14.68 per hour
LOCATION: Highland Folk Museum, Newtonmore
RESPONSIBLE TO: Assistant Operations Manager

JOB PURPOSE: To provide catering for private tour parties, events and to cover sickness/holidays in café.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Provide excellent customer care to all visitors and staff with an enthusiastic and customer focused attitude, both individually and through the whole café team.
- Supervise catering for private tours, events and café team (when required) to ensure that all produce is correctly stored, cooked and served at a high standard.
- Monitor menu and supervise ordering of produce for the café/events to ensure good profit margins.
- Ensure that all training and record keeping is up to date and adhered to by the café team, using the "Cooksafe" system.
- Ensure excellent stock rotation is adhered to, and food is correctly labelled with "use by" dates.
- Ensure that all work activities are carried out safely in accordance with health and safety procedures and Food Hygiene stipulations.
- Act as the public face of Highlife Highland.
- Support the immediate and wider teams within the museum.
- Be solution focused and respond to feedback professionally.
- Ensure the museum environment is cared for and that the buildings and facilities are always kept clean and tidy.
- Assist with the activities and events programme.
- Pursue continuous professional development and contribute to the continuous improvement of High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.

- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

This post is on a relief basis, as and when required. No fixed hours.

Other Duties:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

Date: May 2026

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.

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ESSENTIAL ATTRIBUTES:

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. EXPERIENCE

- Experience in a customer facing environment, ideally in a tourist focused industry.
- Experience in catering industry
- Supervisory experience
- Cash handling experience.
- Experience with food hygiene and food safety standards

2. SKILLS/ATTRIBUTES GENERAL

- Good communication skills
- Ability to record information
- Ability and willingness to learn new skills.
- Ability to work in a manner that ensures the safety of yourself and others.

3. SKILLS/ABILITIES SPECIFIC TO THE POST

- Excellent customer service skills
- Catering skills
- Ability to work on a flexible rota system, including weekends and bank holidays.

4. INTERPERSONAL AND SOCIAL SKILLS

- Ability to work as a member of a team or on own.
- Ability to work under pressure, for example through lunchtime rush or busy events.