

JOB TITLE:	Catering Assistant
SALARY:	£27,166 - £27,917 per annum
LOCATION:	Café Botanics & Aqua, Inverness Botanic Gardens & Café
HOMEWORKING:	This post is not suitable for homeworking
RESPONSIBLE TO:	Catering Supervisor
JOB PURPOSE:	To help deliver a warm, welcoming and high-quality café and visitor experience at Inverness Botanic Gardens & Café. The role works across Café Botanics and Café Aqua, supporting day-to-day food and drink preparation and service, cleanliness, customer care and occasional events, helping visitors enjoy a safe, friendly and memorable visit.

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 a friendly, helpful and professional welcome to customers and visitors using Café Botanics & Aqua and Inverness Botanic Gardens.
- Prepare and serve hot and cold drinks, snacks, meals, baking and other café products to the required standard.
- Operate the till accurately, process card and cash payments, and follow relevant cash-handling procedures.
- Keep café, seating, food preparation, toilet and visitor areas clean, tidy and well presented.
- Support food preparation, baking, cooking and service as directed by the Catering Supervisor or Manager.
- Follow all Food Hygiene, HACCP, Health and Safety, Fire Safety, COSHH, security, allergen and GDPR procedures relevant to the role.
- Report any complaints, compliments, accidents, near misses, damage, faults, losses or other issues promptly to the Catering Supervisor or Manager.
- Help reduce waste, recycle appropriately and support the environmental values of Inverness Botanic Gardens & Café.
- Support events, group visits and private functions where required.
- Attend training, including online and in-person training, and apply learning in the workplace.

- Pursue continuous professional development and contribute to the continuous improvement of the team and High Life Highland as a whole.
- 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.
- Work across both Café Botanics and Café Aqua as part of the normal contracted rota, according to operational requirements, and support events, visitor experience activities or other High Life Highland facilities where appropriate.
- 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.

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: Aug 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 busy customer-facing environment.
- An understanding of good customer service.
- Ability to follow instructions and work safely.

2. EDUCATION AND QUALIFICATIONS

- Basic Food Hygiene Certificate, or willingness to achieve this within 3 months of appointment. Training will be provided where required.

3. SKILLS/ATTRIBUTES GENERAL

- Reliable and punctual.
- Able to work at pace during busy periods.
- Able to work on own initiative and follow direction.
- Able to plan, prioritise and complete tasks.
- Good attention to cleanliness, hygiene and presentation.
- Willing to promote products and support sales.
- Open to learning and new ideas.

4. SKILLS/ABILITIES SPECIFIC TO THE POST

- Ability to carry out practical café duties including standing for periods, cleaning, carrying stock, preparing food and drinks, and working safely in a busy environment.
- Able and willing to work across both Café Botanics and Café Aqua as required by the rota.

5. INTERPERSONAL AND SOCIAL SKILLS

- Clear and polite communication.
- Friendly, welcoming and professional manner.
- Flexible approach to work, including weekends and occasional evenings where required.