



**HIGH LIFE HIGHLAND**  
**JOB DESCRIPTION**

- JOB TITLE:** Seasonal Visitor Experience Assistant (Café)
- SALARY:** £26,243 - £26,974 pro rata
- LOCATION:** North Coast Visitor Centre, Thurso
- HOMEWORKING:** This post is not suitable for homeworking
- RESPONSIBLE TO:** Assistant Operations Manager
- JOB PURPOSE:** To provide an outstanding visitor experience at the Café North, in a safe, clean, and friendly environment.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

- Provide a warm, professional welcome to all customers and visitors, creating a memorable experience through excellent customer care, attentiveness, and efficiency.
- Prepare and serve food and beverages to the highest hygiene and presentation standards in a timely manner.
- Maintain exemplary cleanliness throughout café, preparation areas and seating area, always ensuring the highest standards of hygiene.
- Have or gain certificated knowledge of food safety standards, i.e. HACCP/Cooksafe and allergen legislation and implement policies accordingly.
- Ensure all records are updated in accordance with policies.
- Have a knowledge of stock rotation, ordering and correct storage
- Have experience of Cash handling and reconciliation.
- 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.
- Pursue continuous professional development and contribute to the continuous improvement of NCVC and High Life Highland as a whole.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.

- Attend and undertake any training online or in person.
- 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 NCVG team.
- Work on a rota basis, including evenings, weekends and bank holidays ensuring you are up to date with rostered shifts and give advance notice of any leave requests for consideration.
- Undertake all tasks in accordance with High Life Highland policies and procedures including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

This is a seasonal post from 23rd March 2026 to 31st October 2026.

Training will run from the 23<sup>rd</sup> March to 27<sup>th</sup> March 2026, and the Museum opens on 1<sup>st</sup> April 2026. The hours will be worked across a 5-day rota, working Tuesday – Saturday.

**Interviews for this post will be on 18<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> February 2026**

#### **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.

*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*



**HIGH LIFE HIGHLAND  
PERSON SPECIFICATION**

**JOB TITLE:** Seasonal Visitor Experience Assistant (Café)

**LOCATION:** North Coast Visitor Centre

**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 food service environment
- Cash handling/till reconciliation experience desirable

**2. SKILLS/ATTRIBUTES GENERAL**

- Excellent communication skills
- Excellent customer service skills.
- Ability to record information accurately.
- Ability and willingness to learn new skills and techniques
- Have a willingness to learn and follow Health & Safety procedures to ensure the safety of yourself and others.

**3. SKILLS/ABILITIES SPECIFIC TO THE POST**

- Excellent food production skills
- Good knowledge of hygiene measures required for food service
- Understanding of legal requirements relating to allergens in food service
- Good understanding of stock control, stock rotation and wastage
- Ability to work on a flexible rota system, including regular weekends and bank holidays

**4. INTERPERSONAL AND SOCIAL SKILLS**

- Ability to work as a team or solo and be self-motivated and committed, approaching all tasks with enthusiasm.
- Ability to work under pressure