



Almond Valley Heritage Trust

Catering Assistant – Almond Valley Heritage Centre

Reporting to: Catering Manager
Contract: Permanent, Part time
Hours: Equivalent of 16 hrs. per week
Salary: £9,984 pro rata (FTE £24,960) Real Living Wage
Location: Livingston (West Lothian)

Almond Valley Heritage Trust is a charity dedicated to promoting, celebrating, and preserving the heritage and environment of West Lothian for future generations. The Trust operates the Almond Valley Heritage Centre, a family-friendly visitor destination based in the historic surroundings of Livingston Mill. The Centre offers a range of attractions, including a farm, imaginative play facilities, and an inviting on-site café.

Our café is an integral part of the Almond Valley experience, providing visitors with a welcoming space to relax and enjoy freshly prepared food and beverages.

Almond Valley welcomes families from across Scotland, offering opportunities to engage with our heritage and explore forward-thinking perspectives on environmental sustainability.

This is an exciting period for the Trust as we seek to enhance the café's contribution to the visitor experience. We are continuously exploring new ways to engage visitors through our offerings, ensuring that the café remains a vibrant and essential part of the Almond Valley Heritage Centre. As we expand our program of events, exhibitions, and learning opportunities, the café will continue to be a hub for relaxation, community, and sustainable practices.

Role of the Catering Assistant

All Catering Assistants are responsible for ensuring the delivery of high-quality food and exceptional service at Almond Valley Heritage Centre. This responsibility extends across all areas of our catering operations, including the Café, Birthday Parties, the Shepherd's Hut, and the Soft Play. Our goal is to provide a consistent and outstanding experience for all visitors, whether they are enjoying a leisurely meal or simply grabbing a quick snack while their children play.

The Key Responsibilities will include:

- **Food Preparation and Presentation:** Catering Assistants are responsible for preparing food to a high standard, ensuring that all meals, snacks, and beverages are presented attractively and consistently. This includes adhering to recipes, portion control, and maintaining cleanliness and hygiene throughout the preparation process.
- **Customer Service:** Providing friendly, efficient, and attentive service to all visitors is a core responsibility. Whether serving in the Tearoom, assisting with a Birthday Party, managing orders at the Shepherd's Hut, or helping customers in the Soft Play, Catering Assistants must ensure that each visitor feels welcome and valued. This includes taking orders, answering questions about menu items, accommodating dietary needs, and resolving any issues promptly and professionally.
- **Communication and Teamwork:** Effective communication is essential for the smooth operation of the catering services. Catering Assistants must be able to follow instructions accurately, relay important information to colleagues, and collaborate effectively as part of a team. This ensures that service runs smoothly, especially during busy periods, and that all team members are supported in their roles.
- **Health and Safety Compliance:** Catering Assistants are expected to maintain the highest standards of cleanliness and food safety. This includes following all health and safety guidelines, keeping work areas clean and sanitised, properly storing food items, and ensuring that all equipment is used safely and maintained in good working order. Regular checks and adherence to food hygiene regulations are crucial to prevent any contamination or safety hazards.
- **Adaptability and Flexibility:** Catering Assistants should be adaptable and ready to assist wherever needed. This might include helping in different areas during peak times, supporting special events, or stepping into various roles as required. Flexibility is key to ensuring that the catering services can meet the dynamic needs of our visitors.
- **Professional Development:** Continuous learning and improvement are encouraged, with Catering Assistants expected to stay updated on best practices in food service, customer interaction, and health and safety standards. Opportunities for further training and development should be actively pursued to enhance skills and contribute to the overall success of the team.

Overall, Catering Assistants play a vital role in shaping the visitor experience at Almond Valley Heritage Centre. Through their commitment to quality food, excellent service, and teamwork, they help create a welcoming and enjoyable atmosphere for all our guests, whether they are visiting the cafe, celebrating a special occasion, or enjoying a day of family fun.

Essential Skills

- **Food Preparation and Safety Knowledge:** Understanding basic food preparation techniques, hygiene standards, and food safety regulations is crucial to ensure the quality and safety of the food served.
- **Customer Service Skills:** Catering assistants should have strong interpersonal skills to interact with customers politely and efficiently, handle requests, and resolve any issues that may arise.
- **Teamwork and Collaboration:** Working well with colleagues is essential in a fast-paced environment like a cafe. Being able to collaborate with cooks, servers, and other staff members ensures smooth operations.
- **Attention to Detail:** Whether it's ensuring the correct order is prepared or maintaining a clean and organised workspace, attention to detail is key to delivering quality service.
- **Time Management and Efficiency:** The ability to manage time effectively and work efficiently under pressure is important to meet the demands of a busy cafe, especially during peak hours.

Desirable Skills

- **Barista Skills:** Having the ability to prepare a variety of coffee drinks can be a valuable asset, especially in a cafe setting where coffee is a staple.
- **Menu Knowledge and Up-selling:** Understanding the menu thoroughly and being able to suggest items or up-sell to customers can enhance the dining experience and increase sales.
- **Multitasking Ability:** Being able to handle multiple tasks simultaneously, such as taking orders, preparing food, and cleaning, is beneficial in a fast-paced environment.
- **Flexibility and Adaptability:** The ability to adapt to different roles, shifts, and changing customer demands makes a catering assistant more versatile and valuable to the team.

Personal Skills

- Positive Attitude
- Reliability
- Work Ethic

The working pattern for this role is subject to mutual agreement, although we anticipate that it will largely be Monday to Friday, most likely following a regular pattern. The post will be based at Almond Valley Heritage Centre

Holiday allocation:

- 32 days per annum including bank holidays (pro rata for part time staff)

Pension:

- Automatically enrol team members into our workplace pension operated by Royal London

Workforce Benefits:

- Free on site car parking
- Staff Pass provides access to the site for free.
- ASVA Card Access, Team members have access to The Association of Scottish Visitor Attractions card which allows free entry to a huge range of visitor attractions throughout Scotland.
- Discount in the tearoom and gift shop
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Closing Date: Midnight, 29th August 2024

TO APPLY – please email us at jobs@almondvalley.co.uk with a full CV, and a covering letter demonstrating your suitability for the role.

If you have any queries or would like to discuss an application in an alternative format please email jobs@almondvalley.co.uk

Equality and Diversity Commitment

Almond Valley is an equal opportunities employer. We are committed to offering equal opportunity for all and to providing employees with a work environment free of discrimination and harassment and are working hard to create a space in which people from all walks of life see themselves.

We are committed to increasing the diversity of our team and encourage applications from people currently under-represented groups, targeting in particular people of the Global Majority and Deaf or disabled applicants.