



**BLAIR CASTLE
& GARDENS**
ATHOLL ESTATES

JOB DESCRIPTION

JOB TITLE: Catering Assistant, Fixed Term Contract 2024
Full-time/Part-time/Flexible

LOCATION: Blair Castle, Blair Atholl, Pitlochry, Perthshire

EQUALITY IN THE WORKPLACE:

Blair Castle is an equal opportunities employer which is neutral to age, gender, race, disability, sexual orientation and religion or belief.

RESPONSIBLE TO: Directly to the Catering Team Supervisor.

MAIN PURPOSE: Greeting visitors, service assistance, clearing tables and keeping the restaurant clean & tidy. Operating a computerised till, cash handling and record keeping. Upselling specific products to ensure sales targets are met. To provide the highest standard of customer service for individual, disabled and group visitors and to have knowledge on food safety and allergens. A smart appearance and personable manner are essential.

MAIN DUTIES:

1. Support the catering operation to ensure the customer food service experience is of a high quality, and delivering this consistently.
2. Adhere to all company health & safety policies and procedures are followed at all times e.g. food handling, manual handling, fire procedures.
3. Delivering a high level of customer service.
4. Serving hot food to customers.
5. Working on the tills, ensuring all transactions are completed correctly.
6. Clearing tables and ensuring cleanliness within the restaurant.
7. Working on the dishwasher cleaning crockery and cutlery.
8. Basic food preparation.
9. Complete all food safety and health & safety paperwork correctly on a continual basis to ensure full compliance.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

WORKING CONDITIONS:

Term of Appointment: This is a seasonal position during the main opening season, from 28th March to 31st October 2024 – dates will be specified at the time of offer.





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- Pay Rates:** £12.00 per hour – in line with National Living Wage
- Accommodation:** Limited accommodation is available at £30 per week, deducted from salary.
- Hours:** The Castle is open seven days a week in the main season. Staff work on rotas arranged throughout the week, on 5 out of 7 days. Flexibility is required to meet the changing demands of the season. Catering staff shifts are usually arranged between the hours of 9.00 am to 5pm. Special event days and evening functions also require staffing and staff will be informed at least 2 weeks in advance of non-routine working hours. Staff may also request to be considered for extra hours as and when available.
- Breaks:** Usually 30 minutes for lunch unpaid, plus one other 15-minute paid break, depending on length of shift.
- Uniform:** Uniform is provided. Uniforms remain the property of Blair Castle and must be returned in a clean state when employment terminates. Staff to provide their own plain black shoes or boots. Tights should be plain and either flesh or dark coloured, socks should be plain and dark coloured. A clean, smart appearance is essential at all times.
- Gratuities:** Any gratuities received must be handed in to the Catering Supervisor on Duty. The total amount is shared at the end of the season on a pro-rata basis.
- Holidays:** Paid holidays are granted pro rata on the full-time equivalent basis of 26 days per year (including public/bank holidays). Usually up to 5 days may be taken when due during the season with at least one month's notice and the prior approval of the Catering Team Supervisor. No holidays will be granted during July and August. The balance is granted as paid time after the Castle closes for the winter or when employment terminates, if sooner.

