

<b>Role:</b> Visitor Services Assistant - Kitchen assistant	<b>Region / Department:</b> Edinburgh and East
<b>Reports to:</b> Head chef	<b>Pay Grade:</b> Grade 2 lower, £12.60 per hour, £26,208 pro-rata, per annum
<b>Location:</b> Newhailes EH21 6RY	<b>Type of Contract:</b> 40 hours, permanent.
<b>Cost Centre:</b> 3NEH	<b>Activity code:</b> TRZ
<b>Note:</b> <i>Hours of work to suit the needs of the business: this will include regular weekend duties and some evening working.</i>	

### **JOB PURPOSE**

Do you have a passion for food and dedicated to high levels of customer service?

Visiting our Café is an essential part of the visitor experience for those coming to Newhailes House and Gardens the role of the Visitor Service Assistant – Kitchen Assistant is to make it a positive and memorable part of a visitor’s day with us. Our café is a busy operation, and the ideal candidate should be experienced in a high volume, fast paced environment.

You will assist the Head Chef in the day to day management of the kitchen to ensure that all targets are met and that all visitors receive the highest level of visitor experience standards.

You must have full weekend availability, hours will be issued on a rota basis.

We pride ourselves on creating a team work ethic here at Newhailes House so you may be required for additional support with other areas such as serving in the cafe.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

- Contribute to food production as per the menu cycle/specification.
- Keeping up to date HACCP, COSHH checklists and temperature sheets.
- Ensure high standards of kitchen hygiene, cleanliness, tidiness and related schedules.
- Use fresh produce and ingredients whenever and where-ever is possible and minimise wastage.
- Maintain a high standard of food presentation to the customer.
- Share in the common responsibility of implementing the Trust’s “Health & Safety Policy”, being mindful at all times of the health and safety of self, staff, volunteers, and visitors.
- Share in the common responsibility of working in a manner mindful of the Trust’s obligations to minimise impact on the environment, through e.g. efficient use of water/heat/light, recycling and the disposal of waste, considered use of transport.
- Help to reduce occurrences where Health or Safety of yourself and other employees may be put in jeopardy.
- Adherence to the COSHH Training provided and control of substances covered by COSHH.
- Involvement in the upkeep and maintenance of both the kitchen and café areas.
- Assist with daily cleaning and pot wash duties.

## **SCOPE OF ROLE**

### **Location**

The post holder will be based at Newhailes but may also be expected to work in other Edinburgh cluster properties and at special events/functions when required.

### **People Management**

The post holder does not direct line manage any team.

### **Financial Management**

Not a budget holder but responsible for the day- to -day management of stock

## **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

### **Essential**

- Experience working in a similar, quick service, environment and delivering the best visitor service.
- Practical experience of food preparation and service.
- Previous experience working in a team.
- Ability to follow instruction and work independently off own initiative.
- Skill in establishing priorities and managing workload.
- Keen interest in food.

### **Desirable**

- Awareness of what the National Trust for Scotland sets out to achieve.
- High standard of presentation and service (experience an advantage).
- Intermediate Food Hygiene Certificate.

**The Key Responsibilities and Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.**

### **Applications**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk) by Sunday 6<sup>th</sup> April 2025

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "VSA – Kitchen Assistant Newhailes."