



Kettle Garden Café Supervisor Job Description

Role Title	Kettle Garden Café Supervisor
Location	Dunollie Museum, Castle and Grounds, Oban, PA34 5TT
Department	Visitor Services
Wage	£8.50 per hour
Hours	5 days per week, flexible across the week. Must be able to work weekends
Start Date	Monday 23 rd March 2020
End Date	Sunday 22 nd November 2020
Application deadline	Monday 24th February 2020
Interviews	Interviews will be held between Monday 2 nd March – Friday 6 th March 2020
Trail Period	Four Weeks
Conditions of work	We expect enthusiasm, punctuality, and loyalty from our staff.

About Dunollie

Dunollie Museum Castle and Grounds is an independently run charity based 2 miles north of the town of Oban, on the west coast of Scotland. Dunollie Castle is the historic seat of the Clan MacDougall and the site is soaked in over a thousand years of history. The Castle ruin and the 1745 House Museum are surrounded by woodlands and green spaces and with spectacular views out to the islands of Kerrera and Mull it truly is one of the most picturesque locations on the west coast.

Opening its doors to the public in 2012 Dunollie Museum, Castle and Grounds has quickly found itself to be one of the most popular visitor attractions in the area. Open April – to

November, we are delighted to welcome thousands of visitors each season from across the globe and our staff team is growing year on year alongside our popularity. Our front of house team are the friendly faces of Dunollie and work hard to deliver truly unique, cultural experiences, inspired by the local heritage.

- ❖ Our tour guides are passionate historians and always on hand to make a visit memorable.
- ❖ Our giftshop showcases some of best quality products from the area. We're proud to design and produce much of the stock ourselves.
- ❖ The staff at the Kettle garden café are avid foodies. They have developed a delightful menu enhanced by ingredients picked fresh from the gardens.

Why work at Dunollie?

- You will be joining the team at an internationally significant heritage site and cultural centre at an exciting stage in its development.
- You will meet and work with a wide variety of people, including staff, trustees, other volunteers and visitors from around the globe.
- Dunollie is committed to the personal and professional development of its staff team. In this role you will develop skills and knowledge of the heritage and tourism sector.

"It has such a tranquil atmosphere. I love walking through the grounds each day before work."

"Dunollie is a very special place. It's exciting to be part of such an enthusiastic team."

2017 Visitor Services staff

Purpose of the Role

The purpose of this role is to work alongside the visitor services manager in leading the catering team, to deliver food and drink preparation and service at The Kettle Garden Café; a small café with outdoor seating (approx. 20 covers) based in the grounds of Dunollie. The kettle is open to visitors and the general public daily serving freshly made light lunches, home baking and a selection of hot and cold drinks.

Tasks involved

Responsibilities:

- Daily baking and cooking
- Sandwich and salad preparation
- Making coffees and other hot drinks
- Providing excellent customer service
- Ensuring food safety records are kept up to date
- Cleaning and tidying
- Stock display

- Ordering stock
- Helping the visitor services team prepare menus for special events
- Attending training where required
- Preparing catering for onsite events

About you

You have:

- Good communication skills.
- Works well within a team.
- An ability to work under pressure during busy periods.
- A friendly, helpful, and welcoming approach to all.
- Commitment to excellent customer service.
- A willingness to develop own knowledge of the local area, Dunollie Museum, Castle and Grounds and the history of the Clan MacDougall.
- Café experience is essential
- Barista training (desirable)

Full training will be provided.

Please send your C.V and a covering letter describing your suitability for the post to

info@dunollie.org

or send to:

Recruitment

The MacDougall of Dunollie Preservation Trust

North Wing

Dunollie House

Oban

PA34 5TT