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

**JOB TITLE**: Assistant Manager - Food & Beverage

**SALARY**: £31,996 - £35,497 per annum

(Pay Award Pending HL06)

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**WORKING HOURS:** 37 hours per week including some evenings, weekends and bank holidays

**HOME-WORKING:** This post is not suitable for home-working

**LOCATION:** Inverness Castle Experience

**RESPONSIBLE TO:** Food and Beverage Manager

**JOB PURPOSE:** The role will support managing the Food & Beverage operation, delivering service excellence and positive visitor experiences. It will include deputising in the absence of the Food & Beverage Manager. Working positively and collaboratively with the wider Inverness Castle Experience team and High Life Highland. Support the delivery of a front of house, food and beverage experience which reflects The Inverness Castle Experience brand and caters to the visitors and local markets.

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| **KEY DUTIES AND RESPONSIBILITIES INCLUDE:** |
| 1. 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. 2. Responsible for the day-to-day management and successful delivery of food and beverage operations at The Inverness Castle Experience, including events. 3. Support the Food & Beverage Manager managing the food and beverage team and deputise in the absence of the Food & Beverage Manager. 4. Engage with suppliers for the successful delivery of food and beverage service and events, including stock ordering, related administration, stock counts, processing deliveries and maintaining accurate stock and equipment records. 5. Liaise with all visitor’s, your team and management involved with booking food and beverage events at The Inverness Castle Experience. 6. Support the management of food and beverage EPOS system, ensuring stock is accurately recorded with updates on orders, deliveries, price amendments, allergens and write offs. 7. Ensure high performance, service excellence and presentation of the food and beverage team and front of house standards are maintained, engaging with visitors, building rapport, enhancing visitor’s experience and resolving any issues positively, professionally and promptly. 8. Provide appropriate support to visitors, according to the needs of individuals and different groups. 9. Relay product stories reflecting the Highlands people, landscape and heritage to visitors and signpost to highland wide attractions and areas of interest. 10. Ensure financial regulations are followed supporting the Food & Beverage Manager ~~in~~ monitoring the budget, reducing costs and increasing income where possible. 11. Consult with visitors and your team on the operation of all food and beverage areas, updating the Food & Beverage Manager on any issues or improvements that may contribute to effectiveness, security or efficiency. 12. Follow The Inverness Castle Experience food and beverage plans actively contributing to and implementing development plans. 13. Assist with the monitoring and collation of performance statistics and other administration or returns as and when required. 14. Support the implementation, monitoring and review of health and safety systems of work and policies at The Inverness Castle Experience (including Normal Operating Procedures, Emergency Action Plans, COSHH, Risk Assessments, food hygiene and allergens) and ensure the whole team understand and follow the instructions and written procedures. 15. Monitor the cleanliness of food and beverage areas including equipment and toilet facilities, taking corrective action when required. 16. Carry out regular maintenance inspections in relation to the food and beverage areas and equipment, maintain appropriate records and take corrective action where required. 17. Ensure all licenses required to operate the food and beverage areas are always up to date. 18. Work on a rota basis, including some evenings, weekends and bank holidays. 19. Pursue continuous professional development and contribute to the continuous improvement of Inverness Castle Experience. 20. Attend and undertake any training online or in person. 21. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks. 22. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness and working cross-functionally across the Inverness Castle Experience team. 23. 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.   **Other Duties:**  You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The 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 they justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.  June 2025  *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.* |
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**JOB TITLE:** Assistant Manager -Food & Beverage

**LOCATION:** Inverness Castle Experience

**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: -

**EXPERIENCE**

* You will have some supervisory or management experience of food and beverage operations in a high-volume environment.
* Experienced in delivering customer service excellence in food and beverage operations.
* You’ll be able to demonstrate a proven track record of working at pace, responding to sales performance and handling multiple priorities.
* If you have some practical experience in the management of EPOS and stock management that would be beneficial.
* You’ll be a competent user of Microsoft Office products.
* Although not essential, if you have experience of working within a visitor experience, cultural or hospitality venue business that’s great.

**EDUCATION AND QUALIFICATIONS**

* We’d love to hear from you if you have experience or a qualification in a related field—like tourism, hospitality, catering, or working in a visitor attraction. If you bring relevant skills from a similar background, that’s a big plus.

**SKILLS / ATTRIBUTES GENERAL**

* Excellent communication skills.
* We’re looking for someone who’s self-motivated, enjoys taking the initiative, and isn’t afraid to be proactive.
* If you're comfortable working with numbers and can make sense of financial reports, budgets, or stock data, that’s a real advantage. We value people who can use this information to help us make smart, informed decisions.
* We’re looking for someone who can handle sensitive customer situations with empathy, professionalism, and discretion. If you know how to stay calm under pressure and make people feel heard and respected, you’ll be a real asset to our team.
* If you're comfortable working with numbers and can make sense of financial reports, budgets, or stock data, that’s a real advantage. We value people who can use this information to help us make smart, informed decisions.

**SKILLS / ABILITIES SPECIFIC TO THE POST**

* We’re looking for someone who can spark enthusiasm and build commitment within the team—someone who brings our strategies, vision, and values to life in a way that inspires others. If you enjoy motivating colleagues and creating a shared sense of purpose, that’s great.
* Well-organised with a methodical approach.
* Able to work flexibly including weekends and some evenings to meet the demand of the service.
* Good understanding of Health & Safety.
* Strong organisational and leadership skills.
* Able to multitask and problem solve with excellent time management skills.
* Your knowledge of the food and beverage industry and demonstrable passion for products with a local emphasis, product storytelling and delivering high-quality front of house experiences will shine through.
* We’d love to work with someone who understands how supply chains work, can build strong relationships with suppliers, and keeps health and safety at the forefront. If you’re confident negotiating the best deals while making sure everything runs smoothly and safely behind the scenes, you’ll be a great fit for our team.
* The commitment to deliver on High Life Highland’s i-Care people values: integrity, community, accountability, respect and example.

**INTERPERSONAL AND SOCIAL SKILLS**

* We really value someone who can handle situations with tact and professionalism, especially when it comes to sensitive information. You will be someone who knows how to be discreet and approach things diplomatically.
* Relate well to staff and customers.
* We’re looking for someone who brings real energy and positivity to the team—someone who’s enthusiastic, dynamic, and naturally lifts others up. If you love motivating colleagues and inspiring people to do their best, you’ll be a fantastic addition to the Food and Beverage team at Inverness Castle Experience.

June 2025