



Job Description

Assistant Glenbrittle Campsite Warden/Barista

Accountable to: Senior Wardens, Retail Manager, Finance & Estate Directors
Location: Glenbrittle Campsite & Cuillin Coffee Co.
Hours: Seasonal fixed term contract (part-time considered)
1st April to 15th October

JOB SUMMARY:

Assist the Wardens with daily operations at Glenbrittle Campsite & Cafe, including all tent/hook-up pitch sales and bookings, site cleanliness, maintenance and retail.

Open the café, shop and campsite every day, ensuring a 24-hr security presence and giving our trademark warm Highland Welcome to customers.

Provide information to the campers and visitors about the site, surrounding area and detailed, up-to-date weather reports for climbers.

Ensure the campsite shop and café are well-stocked and well-presented. Operate and maintain the coffee machines.

Achieve consistently high standards of service in timely preparation of food, drinks and Cuillin Coffee, maintaining and enhancing our brand reputation, increasing our onsite sales and cross promoting Dunvegan Castle & Gardens.

To ensure the campsite café reception, toilets/shower block and shop are presented to a high standard; always kept clean and litter-free.

As we operate 7 days a week during our open season, the role may include working on weekends, and some occasional overtime work on an ad hoc basis. Onsite staff accommodation can be provided if required.

KEY RESULT AREAS:

- As an ambassador of Glenbrittle Campsite and the MacLeod Estate, extend our trademark warm Highland Welcome to our visitors ensuring a consistent 5* level of customer service is provided.
- Make an excellent Cuillin Coffee every time.
- Ensure that the café, including all equipment and merchandise, are presented and maintained to the high standards our happy campers expect.

- Ensure the toilets and shower block are maintained to a very high standard of cleanliness, with supplies of disposables regularly replenished and the facilities checked on a regular basis.
- Undertake minor repairs and regular maintenance tasks, seeking assistance and guidance from the MacLeod Estates Maintenance team as required.
- Ensure that all till operations and cash-handling procedures are adhered to, providing daily income/cash reconciliation data is accurately captured and reported to the Retail Manager and Finance Director.
- Ensure all campsite pitch sales are accurately recorded and tickets are displayed by campers during their stay.

COMMUNICATIONS, TRAINING & DEVELOPMENT

- Develop & maintain excellent communications throughout all activities relating to this post to promote the estate's core values and mission.
- Foster good relationships with your colleagues, the rest of the MacLeod Estate team and visitors, especially any emergency services such as the Mountain Rescue Team. Treat others as you wish to be treated, with respect.
- Develop a good understanding of the site and the wider surrounding area, to be able to respond positively to requests for information, acting as an ambassador for Glenbrittle Campsite and the MacLeod Estate.
- Contribute to the MacLeod Estate's Social Media strategy by posting regularly on the Glenbrittle social media feeds while adhering to the estate's social media policy.
- Be accountable for your own training and development by completing the full induction programme and through regular meetings with their line manager.
- Complete all necessary records and documentation legibly, correctly, and promptly, including timesheets and daily cash summaries as and when required.

HEALTH & SAFETY

- Ensure that all statutory and MacLeod Estate requirements are complied with, and that all machinery and equipment are in safe working order before being operated.
- Use any tools, equipment and machinery in accordance with the MacLeod estate standard Health & Safety procedures with due regard to the safety of self and others.
- Ensure the safety of visitors by always adopting safe working practices, and by carrying out our regular safety checks and risk assessments.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

This is a non-exhaustive list. Occasions may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the MacLeod Estate.

KNOWLEDGE, SKILLS & EXPERIENCE:

- Experience in a customer-focused position in a dynamic working environment
- Barista, retail, catering and hospitality experience in a customer-facing role in a .

- Experience in the safe use and maintenance of a range of tools and machinery, such as ride-on mower, coffee machines and kitchen equipment.
- Team player with strong interpersonal and communication skills.
- Ability to multi-task and resolve issues under pressure.
- Ability to de-escalate and resolve conflict in a positive, professional manner.
- Adaptability. This is a varied and interesting role which requires a flexible approach.
- Cash handling and till experience. Training will be provided.
- Ability to self-motivate and work on own initiative.
- Excellent timekeeping and attendance.
- Attention to detail in keeping the whole site clean, litter-free and attractive to the visitors.
- A foreign language skill is not required but is desirable.
- Due to the site's remote rural location, you must have your own vehicle.
- A valid driving license.