

Job Description

Role	Front of House Assistant
Responsible to	Head Chef
Salary	£24,570 (Salary will keep pace with the Scottish Living Wage)
Other Benefits	<ul style="list-style-type: none"> • Pension • 35 days annual leave, inclusive of all public holidays • Flexible Working Hours • Staff Discount in the Bothy Café
Hours per week	37.5 hours per week Working hours are predominantly 8:30 to 4:30. Mon to Sun. There may be events that require an earlier start and finish or special evening events requiring a later start and finish.
Work base	River Garden Auchincruive (RGA)

Role Overview

The Front of House Assistant is responsible for providing high-quality service and ensuring a positive, welcoming experience for all customers. This role actively upholds the values of River Garden, creating a supportive atmosphere for both colleagues, residents, volunteers and the public.

Key Responsibilities

- **Customer Care:** Greet customers warmly, take food and beverage orders accurately, and handle enquiries professionally to ensure an overall great customer experience.
- **Service Delivery:** Prepare and serve hot and cold drinks, deliver food, and manage the till/transaction process accurately.
- **Operations & Environment:** Maintain cleanliness and organisation in all front-of-house areas, including the dining space, service counter, and restrooms, adhering to all hygiene standards.
- **Values & Teamwork:** Work collaboratively with all staff, demonstrating respect, empathy, and commitment to the charity's mission of supporting people in recovery.

The role requires standing for extended periods, frequent lifting of trays, and working in a fast-paced environment, particularly during peak service hours.

Key Responsibilities	
<ul style="list-style-type: none"> Customer Service Greet all visitors with warmth; clearly and accurately take food and drink orders; respond to customer enquiries and feedback politely; manage customer flow and seating arrangements. Service & Operations Prepare and serve beverages (including basic barista skills); deliver food promptly to tables; operate the point-of-sale (POS) system and handle cash/card payments accurately. Cleanliness & Hygiene Maintain high standards of cleanliness across the cafe, including tables, service areas, restrooms, and floors; adhere strictly to all food safety and hygiene regulations. Teamwork & Values Work cooperatively with all team members, including staff and those in recovery; embody the values of patience, respect, and non-judgement in all interactions. 	
Personal and Professional Attributes	
<ul style="list-style-type: none"> Skills Proven ability to handle cash and accurately operate a till system. Basic food preparation and coffee-making skills are desirable, but a willingness to learn is essential. Experience Previous experience in a customer-facing role (e.g., retail, hospitality, or care). We welcome applications from people with lived experience. Personal Attributes Excellent interpersonal skills with a genuinely friendly and outgoing personality. Must be reliable, punctual, and able to work effectively as part of a small team. Values Alignment A clear understanding of and commitment to the values of River Garden, including empathy, community support, and creating a positive, safe experience for every visitor. 	
Security and Safety	
<ul style="list-style-type: none"> Ensure your area of work is safe for residents, workers, volunteers and the general public and participate in regular health and safety as per requirements. 	<p>Make sure that all staff are vigilant in maintaining the resident's confidentiality and that is reflected in the safe storage of all confidential information pertaining to all staff and residents whether digitally or on paper.</p>
Public Engagement and Advocacy	
<ul style="list-style-type: none"> Maintain and develop strong, mutually helpful relationships with the local community and organisations as well as further afield. Take opportunities to impart your knowledge, skills and experience with residents and volunteers who are learning and working in the Bothy Support the volunteer's work. 	

Other Duties	
•	Carry out other duties, commensurate with role as may be required from time to time
•	Normal operating hours of the cafe are 9 to 5 over seven days. There are occasions when earlier opening or evening events are required.
Development	
•	Undertake training and development commensurate with your role and your personal development
•	Opportunity for role development will be identified and offered, including specialist training, some of which may be mandatory.
•	Maintain an interest in addiction/recovery and up-to-date knowledge and development in recovery

IFDAS is a registered Scottish Charitable Incorporated Organisation SC044032 VAT number: 284 4476 71
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