

Role profile Café Assistant

Job title:	Café Assistant
Days:	Part-time hours available
Location:	Scottish Seabird Centre, The Harbour, North Berwick
Reporting to:	Catering Manager (and to Front of House Supervisor)

Background

The Scottish Seabird Centre is a conservation and education charity whose mission is *“to save seabirds and restore Scotland's seas through conservation, learning, and unforgettable wildlife experiences.”*. Based in North Berwick, East Lothian we overlook the marine environment in the Firth of Forth and have over 200,000 visits each year.

We have three key pillars to our work – **Conservation**, **Education**, and **Experience** – all underpinned by our sustainability goals (to reduce emissions and follow a nature-positive and ethical approach in all areas of our work).

Job description

Our café has one of the best views in the town! Because of this, we welcome hundreds of people a week to our café, and you'll have a vitally important role to play. You'll help the catering team to deliver high-quality service, and you'll work hard to ensure that our visitors have a fantastic experience.

You will provide a warm welcome and must have a helpful attitude. You'll quickly develop an understanding of all our products and ingredients and be able to promote the café's special offers. Alongside other team members, keep the café clean, up to our high standard, as well as serving customers quickly, efficiently and promoting our Charity while doing so.

Principal duties

- To serve food efficiently from our kitchen, always ensuring friendly customer interaction.
- Be knowledgeable about the products and special offers available.

- Follow the opening and closing procedures.
- Ensure all counters and displays are always clean and fully stocked.
- Ensure all equipment is fully operational.
- Ensure Seabird Café facilities are clean and of a high quality at all times including tables, chairs, highchairs, and condiments.
- To keep the dishwashing area working smoothly.
- To assist in the acceptance of stock deliveries and storage.
- To process all till transactions accurately.
- To assist with cashing-up procedures to ensure daily takings are handled securely.
- Observe all Health & Safety/ Environmental policies and procedures.
- To take an interest in and promote the work of our Charity, including our Discovery Experience, Gift Shop, Events, and membership to customers.
- Carry out any other relevant duty as directed by the line manager that is within the competence of the post holder.

Skills and experience

- A customer-focused attitude.
- Ability to achieve excellent results under pressure.
- Consistent delivery of a high-quality visitor experience.
- The ability to work on your own initiative and as part of a team.
- Proficient verbal and written communication skills.
- Basic maths skills.
- Attention to detail.
- Ability to prioritise your work.

Desirable skills

- An interest in Scotland's marine and coastal environment
- An awareness of and alignment with environmental sustainability principles and practice.

Our values

Our values underpin everything we do. We take pride in bringing these to life in all that we do. We are:

- **Ambitious** - Our mission is urgent and important so we aim high always seek to grow our impact.
- **Inspiring** - We spark wonder, motivating and empowering people to care and act for our seas.
- **Knowledgeable** - We are trusted, evidence-led voice for Scotland's seabirds, ensuring our work is grounded in science.
- **Collaborative** - We work with communities and partners across Scotland and beyond to achieve more.

Performance: To be measured against clearly defined measurable and challenging goals.

Wage: £13.13 per hour

Benefits

- Working for a successful conservation and education charity in a stunning location.
- Pension available.
- Training and development for everyone.
- 20% discount in the Centre's Gift Shop and Seabird Café.
- 10% discount on the Seabird Centre boat trips.
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply).
- Free access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions card.
- Cycle to Work Scheme available
- Health Cash Plan available

Applications: Tell us why you are keen to work with us in a covering letter and attach your CV. Please send both to info@seabird.org. The closing date for this post is **9 September 2026**.

Please note: we anticipate a high level of interest in this position and may close the vacancy early once enough suitable applications are received. Therefore, please make sure you complete and submit your application at an early stage.