

Job Title: Barista / Café Team Member
Reports to: Venue Manager
Location: Dovecot Studios

Dependably Different. Guests adore something a bit different. Bold and exciting food and drink, inventive presentation and impeccable service, designed to elevate the whole experience. And with a decade of investment in our teams, tech and quality processes, clients can depend on Hickory.

As an award-winning Scottish business, Hickory has a reputation for delivering leading-edge food and drink experiences in beautiful venues across Scotland and the Northeast of England, with a focus on innovative and invigorating menus using honest, seasonal and local ingredients that pack a punch.

We are a friendly, decent bunch and we respect our people, places and planet. We want someone who has a real drive and enthusiasm for their job, as well as for their colleagues and the company. We always put the customer at the heart of our decisions, and never accept anything less than five star standards.

The Role

The barista/ café team members job is to work under the supervision of the Café Manager to deliver the best possible quality of food and service to our customers. We are looking for someone who has a real passion for excellent customer service, and of course coffee! The ideal candidate will be someone who has a real drive and enthusiasm for their job, as well as for their colleagues and the company. The café team is responsible for servicing small events within the venue, which the chosen person will play a key role in delivering.

Key Deliverables

The barista/ café team member will assist in all aspects from serving customers to prepping simple menu items for the day for both the café and the daily catering smaller events.

Duties and responsibilities will include but are not limited to:

- Preparing coffees with perfectly poured espresso, steamed milk and latte art
- Delivering food and drinks to customers tables
- Clearing the café floor and resetting for new customers
- Ensuring all food and beverages are sent out to the highest standard
- Cleaning service ware throughout the day in our dishwash area
- Taking orders on the till system and collecting payment
- Interacting and communicating with customers and the café team, ensuring a positive environment to work in and great customer service
- Following Health & Safety guidelines
- Being aware of internal policies and procedures
- Punctuality for you shifts
- The ability to work flexible hours and shifts which may include early mornings, late nights, weekends and bank holidays

The Person

Previous barista experience is essential as well as having worked in a busy café or customer facing role. We are looking for someone with a real passion for customer service, a good team player and communicator, and someone who has a flexible schedule.

HICKORY

Hours of work:

Working 5 days out of 7 per week with availability to work weekends. Due to the nature of our business and according to the workload additional working hours may be necessary.

Enhanced Benefits Package

Here's what it means for YOU

We focus on quality, and we know that to attract a quality team we must look after our own, so we have created an Enhanced Benefit Package, flexible to meet the needs of everyone.

- 28 days annual leave for all colleagues (including bank holidays and pro rata if part-time)
- An extra day's holiday for your birthday
- Market leading Pension, Private Medical Insurance and Life Assurance scheme
- A great wellbeing strategy, including Cycle to Work, Wellness & Health Assessments and Critical Illness and a leading Employee Assistance Programme
- Personal development and training opportunities

Bold - We make creative choices that inspire innovative opportunities for our clients, our teams and the industry. We own our choices, and they make us stand out from the crowd.

Genuine - We operate with decency, we are true to our word and build authentic relationships and experiences.

Respect - We treat others how we'd like to be treated ourselves. We respect our people, places and planet, and if we say we'll do it, we deliver it, exactly.

Partnerships - We take time to nurture relationships, collaborating in the most creative ways to find effective methods of delivering success.

Excellence - We go the extra mile to deliver on our commitment to quality work. Our training and development is second to none thanks to our all-encompassing quality system.

Hickory Company Values