



LIVE BORDERS

RECRUITMENT PACK

Café Assistant and
Catering Assistant

ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.

A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.

A MESSAGE FROM OUR CHIEF EXECUTIVE



THANK YOU FOR YOUR INTEREST IN JOINING LIVE BORDERS.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

A handwritten signature in black ink, reading "Cm" followed by a stylized flourish.

Catriona McAllister

Chief Executive
Live Borders

THE ROLE

Job Title	Café Assistant and Catering Assistant (Permanent)
Hour Of Work	12 hours and 16 hours
Salary	Grade £13.45 - £13.78 (£25,948.82– £26,585.48)
Holidays	30 days, plus 4 public holidays
Locations	Heart of Hawick and Teviotdale Leisure Centre
Reports To	Customer Experience Supervisor & Supervisor
Closing Date	Monday 17 th August 2026

JOB PURPOSE

To provide excellent customer service to customers of the café at Heart of Hawick and Teviotdale Leisure Centre and assist in preparation and delivery of the menu.

KEY RESPONSIBILITIES

Serve customers by taking and processing orders and delivering food and beverages to tables where required.

Cash handling and processing card payments

Managing several tables at any one time to ensure that all customers are attended to as required during their entire visit

Assist in the kitchen with both planned food preparation and with assembling customer orders as required

Be able to work in the kitchen and execute the menu.

Ensure food hygiene and health and safety standards are maintained at all times

Prepare barista coffee to a high standard

As appropriate, use customer feedback to work with the Shift Supervisor to refine and redesign our service and food offer

Comply with, and ensure compliance with, all Live Borders policies and procedures

As an employee, you must take reasonable care for the health and safety of yourself, other employees, and anyone else who may be affected by your work activities. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.

This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the Service or Live Borders

Other Details:

Undertake any other reasonable duties which may be requested by Live Borders

Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement

SKILLS, KNOWLEDGE & EXPERIENCE

EDUCATION

Essential	Assessed	Desirable	Assessed
	A/I	Elementary Food Hygiene Certificate A reasonable level of general education or relevant experience First Aid training	A/I A/I A/I

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Experience of working with the general public	A/ I	Experience of working as a chef/ cook	A/ I
Working as part of a team	A/ I		
Experience of working front of house in catering	A/ I		
Basic food preparation in a commercial setting	A/ I		

SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Excellent communication skills	A/ I	Barista coffee making skills	A/ I/ T
Ability to work unsupervised and as part of a team	I/ R		
Excellent customer service skills	I/ R		
To work flexibly to changing routines	I/ R		
Excellent personal hygiene	I/ R		
Self-motivation	I/ R		

KEY

A – Application

I – Interview

R– Reference

T – Test

PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

Cycle scheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including:

- Counselling and legal information
- Financial Support
- Remote GPs where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts – access savings and rewards across a variety of big brands

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact James Bolland, Hospitality Manager on jbolland@liveborders.org.uk

If you have a disability and require assistance completing your application form, please contact our People Team by email at R@liveborders.org.uk or by telephone on 01835 617049.

We look forward to receiving your completed application.

If you would like to apply for this post, head to
<https://liveborders.bamboohr.com/careers>