

VOLUNTEER PROFILE: CAFÉ ASSISTANT

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| VOLUNTEER ROLE DETAILS:  |  |  |
| Volunteer Role  | Café Assistant | Project Day  | Monday-Friday  |
| Direct Line Manager  | Mario Demasi / Samantha Booth | Time  | 9.30am-3.30pm |

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| VOLUNTEER ROLE SUMMARY:  |
| The Hope Centre is a Community Hub for people during the week, and, having many businesses and projects within the building, our cafe is the central point from which clients, visitors, staff and volunteers are connected to appropriate services, departments or projects. In addition to serving amazing coffee and refreshments, working in our café means representing all our different projects and departments. Therefore, in addition to good customer service skills, creating and maintaining a warm, friendly and welcoming atmosphere that has people at its heart is fundamental to the role of café assistant.  |

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| SPECIFIC ROLE REQUIREMENTS:  |
| * Serving refreshments ie hot drinks and food
* Basic understanding of food hygiene and safety
* Answering and responding to enquiries.
* General housekeeping duties, eg. Keeping the kitchen and café area clean, washing dishes and taking rubbish out
* Accepting parcels and deliveries
* Working collaboratively and supportively with other departments and projects in the Hope Centre
* Building and sustaining positive relationships with all individuals and families, clients and customers accessing services or support within the building
* Being a friendly face and a listening ear
* Reporting health and safety and safeguarding concerns to the Line Manager
* Adhering to relevant policies, procedures and risk assessments
* Observing confidentiality and data privacy
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| SKILLS / ABILITIES:  |
| * Good listening skills and communicates effectively
* Willingness to learn about the catering sector
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| COMPETIENCIES / BEHAVIOURS:  |
| * Empathetic, friendly and approachable
* Enthusiastic and motivated
* Clean appearance and good personal hygiene
* Punctual and reliable
* Flexible and works well with others
* Heart to see people flourish
* Ensure that your language and behaviour, and the working environment you create is nonthreatening and non-discriminatory so as to preserve dignity and respect for all, regardless of race, religion, sex, sexuality, marital status, age, employment status, political persuasion, mental or physical health, or criminal convictions.
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