**Volunteer Role Description**

**Role title:** Volunteer Café Assistant

**Expected commitment:** Key times are 8:45 – 3:00 Monday – Friday during Term Time. The café operates reduced hours during school holidays.

Full day 8.45 – 3.00

Morning 8:45 – 1:00

Afternoon 1:00 – 3:30

**Reporting to:** Volunteer Coordinator – who will be provide you with the support supervision necessary for you to perform your role.

The Café Manager will give day to day direction.

**Purpose of role**

The Community Café provides a clean, welcoming, safe and secure environment that all members of the community can easily access. It’s the ‘front door’ for a range of services delivered by a range of providers

Under the direction of the Café Manager you will support the running of Community Café including signposting customers to relevant services.

**Main tasks and responsibilities**

1. To assist in the preparation and serving of hot and cold food to café customers.
2. To assist in the preparation of hot and cold beverages to café customers.
3. To promote a friendly and welcoming atmosphere.
4. To be involved with taking orders, till operation and the handling of cash.
5. Washing up of dirty dishes and other used items and clearing away tables and chairs.
6. Tidying shelves and storage.
7. Emptying bins, kitchen cleaning including equipment, floors and walls, cleaning and sanitising work surfaces.
8. Ensuring customer toilets are clean and tidy.
9. Safe use of chemicals and machinery and appropriate use of P.P.E (Personal Protective Equipment).
10. Attend and undertake volunteer meetings and training as appropriate to develop skills.

**Personal qualities and skills**

1. Knowledge of food hygiene/willingness to undertake food hygiene training.
2. Knowledge of health and safety/willingness to undertake health and safety training.
3. Friendly and approachable.
4. Good interpersonal skills.
5. Good communication skills.
6. A flexible approach to working in a team environment.
7. Ability and willingness to make hot and cold foods such as toasties, sandwiches, cooked breakfasts, and omelettes.
8. A commitment to the aims and objectives of the project.