

## **Community Cafe Volunteer**

### **Role Description and Person Specification**

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| <b>Role:</b>                | Community Café Volunteer                                                 |
| <b>Location:</b>            | Community Café, Bridge Hut, Tewkesbury Road, N15 6SE.                    |
| <b>Supervision/support:</b> | Habte Lakew                                                              |
| <b>Hours:</b>               | 4- 8 hours/ week as agreed (on a Saturday and two more days on Weekdays) |

#### **Role Description**

The role of the Cooking and Customer Service Volunteer for Healthy English is to provide support from the local community to run a Community Café and serve customers on Saturdays. This role includes:

1. Provide practical support to prepare hot and cold food, and cook hot food in the Community Café kitchen.
2. Provide practical support to prepare to open the café to the public on Saturdays and 2 days on weekdays, this may include support for shopping for ingredients, setting out chairs.
3. Provide excellent customer service to members of the public eating in the café.
4. Support families taking part in the project and staff to plan the menu for the café on a weekly basis, deciding on which dishes will be cooked and what types of cold food will be on offer.
5. Support adults taking part in the project to speak to customers and to improve their customer service skills.
6. Have responsibility for leading or supporting one area of delivery in the café: operating the cash register, serving customers, or food preparation in the kitchen.
7. Representing the Bridge Renewal Trust and our values through delivery in café sessions and work with the public.
8. Ensuring all activities are conducted in accordance with the Bridge Renewal Trusts equal opportunities and health and safety policies
9. Other activities as agreed. For example volunteers may wish to lead in marketing and promotion for the café or in conducting a customer survey.

#### **Person specification**

1. Reliable with good common sense and time management skills.
2. A positive approach to working with different types of people, and enjoyment of being with people. Able and willingness to work in a team.
3. Good communication skills and experience working or volunteering in a similar environment to the Community Café.
4. Desire to work with members of the public and knowledge of customer service skills.

5. A flexible approach to taking on new roles and learning new skills.
6. Understanding and openness to different cultures, and willingness to support people from different cultures.