

Community Café Volunteer

Role Description and Person Specification

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

The role of the Community Café Volunteer is to provide support from the local community to help run the Community Café and serve customers three days per week on Thursdays, Fridays, and Saturdays.

This role includes:

1. Providing practical support to prepare hot and cold food, and assisting with cooking in the Community Café kitchen.
2. Providing practical support to prepare the café for opening to the public, including shopping for ingredients, setting up tables and chairs, and preparing the café environment.
3. Providing excellent customer service to members of the public attending the café.
4. Supporting families and staff to plan the café menu on a weekly basis, including deciding on hot meals and cold food options.
5. Supporting adults taking part in the project to engage with customers and develop their customer service skills.
6. Taking responsibility for, or supporting, one area of café delivery, such as operating the cash register, serving customers, food preparation, or welcoming visitors.
7. Supporting the promotion of the Community Café and related activities through outreach and engagement activities. This may include distributing flyers, speaking to local residents, promoting activities through community networks, supporting social media content, and encouraging local people to attend the café and associated events.
8. Representing The Bridge Renewal Trust and its values through positive engagement with café users, volunteers, staff, and members of the public.

9. Ensuring all activities are conducted in accordance with The Bridge Renewal Trust's Equal Opportunities, Safeguarding, and Health and Safety policies.
10. Supporting the collection of customer feedback, participation in surveys, and helping identify ways to improve the café and its activities.
11. Undertaking other reasonable activities as agreed with staff. This may include supporting events, marketing and promotion, community outreach, gardening activities, workshops, or other community engagement activities.

Person Specification

1. Reliable, punctual, and able to manage time effectively.
2. A positive attitude towards working with a wide range of people and an enjoyment of meeting and supporting others.
3. Good communication and interpersonal skills.
4. Experience of working or volunteering in a customer-facing, hospitality, community, or similar environment is desirable but not essential.
5. An interest in supporting local communities and helping create a welcoming and inclusive environment.
6. A flexible approach and willingness to learn new skills and undertake a variety of tasks.
7. Understanding of, and openness to, different cultures, backgrounds, and experiences.
8. Willingness to support community outreach, engagement, and promotional activities to help increase participation in the Community Café and related projects.
9. Ability to work as part of a team and follow guidance from staff and lead volunteers.