PiP Pursuing Independent Paths

Fruitful Cafe Team Member Candidate Pack

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A letter from our CEO

I am delighted that are thinking about joining the team at PiP. I hope this pack helps you understand our work, how we support our students to achieve their goals, and gives you the information you need to apply for the role of Fruitful Cafe Team Member.

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives. We were established in 1983 by parents wanting more challenging and ambitious support for their children and we now celebrate 40 years of impact. Our history is rich & varied and we have grown from 25 students a decade ago to near 90 students today.

Around two-thirds of those we support have employment as a long-term goal. We have a broad employment programme designed to offer the skills & confidence necessary to secure and maintain jobs. A major part of this programme has been our in-house work experience opportunities. Since October 2025 the Fruitful Community Cafe has run one day per week offering four work experience opportunities and providing pay-what-you-can meals to dozens of customers every Tuesday. From February 2027 we're going full-time Monday-Friday and so we are expanding our team for this growth.

We challenge ourselves to be innovative and deliver a truly unique level of support and opportunities for people with a learning disability and autism. We work hard to empower our students to become as independent as they can be and live a life of their choice, despite the barriers. Everyone on the team is a vital part of ensuring that we do for the people we support while keeping a strong focus on fun.

This new role of Fruitful Cafe Team Member is vital for the success of the new expanded Cafe so I do hope you will consider applying for the role. If you have any questions we would be happy to discuss the role with you.

Yours sincerely,
Denise Largin
CEO

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Who we are:

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives.

With around 32 staff and a Board of 8, we work to empower over 85 adults with Learning Disabilities and Autism every year to achieve their potential, move towards independence and live their best lives.

Our approach is student-led with our curriculum and each student's timetable the result of a collaborative approach with students, families, and social workers. Student goals can very widely from learning to cook a meal to securing part-time work, to strengthening friendships or showcasing their creativity. Each student at PiP is referred by our Local Authority partners and with a waiting list of over 40 students we are confident we offer a top-tier service.

Financially we are stable with strong financial reserves and an income mix circa 75% commissioned services and 25% philanthropic partnerships. From this position of strength we plan to invest in the team, new services and projects to expand our provision and secure more impact in our community.

Why we need you:

Fruitful supports adults with learning disabilities into employment via paid work experience. Fruitful has run in a various forms for over 8 years, in October 2025 we opened a part-time welcoming Community Training Cafe which has been so successful we are now opening full-time Monday to Friday from October.

We are now looking for a Cafe Team Member to support our trainees development, work on the day-to-day Cafe operations, and help us on our journey to our best selves. Join the Fruitful Cafe team as we enter full-time operations and expand our impact to support more adults with learning disabilities and autism into employment.

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Who we support and why:

At PiP, our focus is on teaching and learning life skills; PiP students range in age from 18 to 64 and our average student is around 34 years old.

PiP students have a range of learning disabilities including Down's Syndrome, Fragile X, Autism Spectrum Conditions (ASC), dual diagnosis with mental health problems and/or physical health conditions such as Diabetes and Epilepsy.

PiP's team deliver person-centred support to each of our students to identify their strengths, interests and passions. We support them and their families/carers to maximise opportunities in their community through signposting and working in partnership with like-minded organisations.

Structural inequalities in society mean that people with learning disabilities are not always recognised for their skills and talents and given the opportunity to live independent lives. We want to change that. And with your skills and talents, we can make sure that every PiP student has a voice and can make their own choices about their own lives.

We are keen for our students to always have a voice, including at PiP, and so we have two student forums to ensure everyone's voices can be heard. Our Student Council ask the big questions including holding our board and SMT to account. While every week all our students have student meeting with their own agenda where they can express their views on PiP and ask about elements like new staff, our leisure programmes, or sessions.

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Our structure

The Fruitful Café team works together to create a welcoming community café in Westminster that helps tackle food poverty while providing meaningful employment and learning opportunities for adults with learning disabilities and autistic people.

As a Café Team Member, you will report to our Café Supervisor, who has overall responsibility for the café, including operations leadership for the café and providing day-to-day supervision and support for café trainees.

You will work alongside the Fruitful Development Worker, who supports programme delivery, student engagement, and learning, as well as our Café Trainees, who contribute to the day-to-day running of the café.

Café Team Member will plays an essential role within this team, providing day-to-day support and training for Café Trainees while helping to ensure the smooth operation of the café. Each day you will support up to four trainees as they gain paid work experience in hospitality. Four days a week this will be running our cafe serving around 50 customers, one day per week it will be supporting batch-preparing food for our partner food bank, providing nourishing meals for our community.

What we're looking for

In this role, you will help trainees learn how to deliver excellent customer service by working alongside the Cafe lead and Development Worker to provide feedback and support for cafe trainees in order to develop trainees independence.

This role is perfect for someone who enjoys working as part of a team, takes pride in high standards, and wants to make a positive difference by supporting adults with learning disabilities in a real working environment.

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Key accountabilities

Support Adults with learning disabilities

- Work alongside adults with learning disabilities, providing person-centred support that promotes independence.
- Build positive relationships with trainees, recognising individual strengths, abilities and support needs.
- Encourage participation in all aspects of café operations, adapting support and communication to meet individual learning styles and needs.

Deliver Excellent Café Service

- Prepare high-quality food and drinks in line with café recipes and standards, including Barista coffee.
- Deliver friendly, welcoming and efficient customer service.
- Take customer orders, process payments and maintain accurate cash handling.
- Help create a warm and inclusive environment for all customers.

Support Daily Café Operations

- Work flexibly across front of house and kitchen, supporting trainees in a range of café activities.
- Set up, restock and close workstations to ensure smooth daily operations.
- Maintain cleanliness, organisation and presentation throughout the café.
- Support the Café Lead to ensure efficient service during busy periods.

Support and Coach Café Trainees

- Support trainees to learn café roles through demonstration, coaching and positive role modelling.
- ·Break down tasks into manageable steps, providing appropriate support while encouraging independence.
- Support trainees to build confidence while encouraging independence.
- Give constructive day-to-day feedback and share observations with the Fruitful Development Worker and Café Lead to support individual development.

Food Safety & Quality

- Follow food hygiene, allergen and health & safety procedures at all times.
- Maintain high standards of food preparation, storage and cleanliness.
- Carry out daily cleaning schedules and equipment checks.
- Report maintenance, food safety or operational concerns.
- Support trainees to understand and follow safe working practices within the café environment.

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Person specification

Experience and knowledge - (E) = essential and (D) = desirable

- (E) Experience working in a café, coffee shop, bakery or hospitality environment.
- (E)Good understanding of food hygiene, allergens and health & safety.
- (E) Food Hygiene Level 2 qualification.
- (D) Experience coaching or mentoring colleagues.
- (D) Experience working with adults with learning disabilities or additional support needs.

Skills and abilities - (E) = essential and (D) = desirable

- (E) Ability to coach others when working with customers.
- (E) Confident supporting food and drinks preparation while maintaining high-quality standards.
- (E) Barista skills or experience using commercial coffee machines.
- (D) Ability to adapt communication and support to meet individual needs.

Working patterns

- This role is based at our Dalgarno Trust
- The contractual hours are 32.5 hours per week. Our core hours are 9-4:00pm with a thirty minute unpaid lunch break.
- As an in-person service our staff are required to be on-site
- With our focus on supporting adults with disabilities we believe it is vital to support our staff with neuro-diverse thinking or mobility issues. Many members of our team have reasonable adjustments, including members of our senior management team, and we are happy to discuss these.

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What's in it for you?

- The salary for this role is £25,012 actual (£28,860 FTE) with incremental pay progression.
- You'll get 25 days holidays + bank holidays ever year. We're closed for Christmas but the rest of the year you may take leave whenever you wish.
- An extra day of annual leave for each year you've worked with us up to another 5 (30 in total)
- We offer a travel subsidy to help with the cost of commuting.
- We provide a 4% pension contribution
- Free Employee Assistance programme 24/7 with access to counselling
- We offer regular team meals and socials - generally during work hours and they are optional.
- We offer a cycle-to-work scheme and as we're a charity you'll get access to savings like charityworkerdiscounts.com

Next steps

We ask you to apply by sending us your CV to: jobs@piponline.org.uk

We recognise that your experience may be from unpaid roles as well as paid employment. Please include any voluntary work if it helps to show why you are the right candidate for the job.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact us on the e-mail above if you require any assistance or adjustment so that we can make the application process work for you.

The closing date for applications is Friday 27th November. We encourage you to apply early, as applications will be reviewed as soon as they are received and we may close the advert sooner subject to finding suitable candidates.

This post will require an enhanced DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.