

Volunteer Role Profile



Volunteer Role	Volunteer Café Assistant
Volunteer Manager	Catering Manager
Where you will be based	Hospice

Why we want you

Martlets Café offers a warm and welcoming environment for everyone to enjoy. Whether you are a member of staff, a patient, or a visitor, it's a friendly place to enjoy a drink or a bite to eat. We also encourage members of the local community to stop by, learn about our hospice, and explore the range of services we provide.

We're currently looking for volunteers to support our catering team. By assisting with serving customers and helping with day-to-day tasks, you can contribute to the smooth operation of the café and be part of a supportive environment that makes a positive impact.

What you will be doing

- Assisting with the preparation of food (light lunches/snacks) and hot and cold drinks
- Serve customers on the till (card and mobile payments)
- Clearing tables and stocking up items on display and in the fridge
- Assist with the cleaning of the kitchen and café seating area
- Support with the closing of the café

The skills you need

- Excellent customer service skills
- Confident at taking orders, using the till and serving customers
- Flexible, reliable and willing to work on your own or as part of a team
- Sensitive to the vulnerability of our patients and those visiting the hospice
- To have an understanding of hygiene and safety procedures

What's in it for you

- A warm welcome to the team
- Comprehensive training to carry out your role
- Ongoing support and development

Disclaimer

We are committed to protecting and keeping you safe. Therefore, we have a comprehensive selection, checking and ongoing management process in place.

A Disclosure and Barring check may be necessary for this role, which we will carry out. All mandatory training must be completed, and our policies and procedures complied with.