

## VOLUNTEER ROLE

<b>Volunteer Title:</b>	<b>Events Assistant – The Mill Outside</b>
<b>Department:</b>	<b>Catering</b>
<b>First Line Contact</b>	<b>Food Service Manager</b>
<b>Location:</b>	<b>Various at The Mill Outside Events</b>

### ***General Description***

It's a great way to meet new people, be part of a wonderful atmosphere, and help support the amazing work of St Catherine's Hospice, Lancashire. The purpose of the role is to assist catering staff in delivering outside events in support of St Catherine's Hospice. Duties include:

- To assist in the preparation and serving of food and beverages to customers, to promote a friendly and welcoming atmosphere and to utilise selling techniques to benefit the charity
- Assisting in setting up & clearing down outside catering equipment, including gazebos, furniture BBQs etc.
- Assisting to serve food, clear tables, washing and sterilising dishes/cutlery
- Transportation of food & refreshments
- Tidying work areas & storage
- Emptying bins, kitchen cleaning including equipment, cleaning & sanitising work surfaces
- Safe use of chemicals and machinery and appropriate use of P.P.E. (Personal Protective Equipment)
- After initial training & familiarisation with Public Catering volunteers may be asked to be involved with the handling of cash & operation of credit card machine

If you have specific skills and experience that you think might be useful—such as event management, or leading teams—please let us know when you apply.

You'll be volunteering as part of the team making the event happen, working with other volunteers and staff helping to create a great experience for participants and spectators

### ***Key Skills and abilities***

Along with having great communication and interpersonal skills, we ask that you are:

- Flexible and willing to volunteer outdoors
- Enthusiastic about St Catherine's Hospice and helping at events
- Willing to work as part of a team.
- Basic food safety knowledge or HACCP. Further training, will be provided including allergens
- Experience in food handling and basic preparation of foods
- Eagerness to learn and train in all aspects of the outside catering operation
- Cheerful nature, good interpersonal skills - able to communicate confidently with a range of people
- Good communication and customer care service skills are essential to fulfil this role
- Flexibility – the ability to work on own initiative, as part of a team, and with the general public in a rapidly changing environment is essential
- Ability to work under pressure in a busy catering environment and working efficiently to complete tasks

**Hours**

4 hours per occasion – flexibility offered with hours

**Expected Commitment**

A minimum of 6 months commitment is expected for the role

**Physical effort**

- Mostly standing
- Mostly working in a busy environment
- Mostly working in an outside environment
- Some repetitive work

**Other Duties**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

**PERSONAL GRIEF**

Any personal grief resolved sufficiently to perform role and cope in palliative care setting

**CONFIDENTIALITY**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

**DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.