

VOLUNTEER ROLE

Volunteer Title:	Kitchen & Café Assistant – Public Café
Department:	Catering
First Line Contact	Team Leader, The Mill Cafe
Location:	The Mill Café

General Description

The purpose of the role is to assist catering staff in the day-to-day running of our **busy** public café. Duties include:

- To assist in the preparation and serving of food and beverages to café customers, to promote a friendly and welcoming atmosphere and to utilise selling techniques to benefit the charity
- Assisting to serve food, clear tables, washing and sterilising dishes/cutlery
- Restocking fridges
- Preparing vegetables, salad and sandwich ingredients
- Transportation of food & refreshments to rooms on the first floor
- Setting up meeting / function rooms for refreshments & food
- Tidying shelves and storage
- Emptying bins, kitchen cleaning including equipment, floors and walls, 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 the Public Café volunteers may be asked to be involved with taking food orders, till operation and the handling of cash & operation of Barista Coffee machine

Core Skills

An awareness of basic food hygiene requirements and basic food service / handling / production. Customer care skills.

Qualifications, skills and knowledge required

Basic food safety knowledge or HACCP. Further training, will be provided
 Experience in food handling and basic preparation of foods
 Eagerness to learn and train in all aspects of the café 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
 Willingness to use the till
 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 café environment and working efficiently to complete tasks

<i>Qualifications, skills and knowledge required</i>

<i>Hours</i>
2 to 4 hours per occasion – flexibility offered with hours

<i>Expected Commitment</i>
A minimum of 6 months commitment is expected for the role

<i>Physical effort</i>
<ul style="list-style-type: none">• Mostly standing• Mostly walking in a busy environment• Some repetitive work

<i>Other Duties</i>
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.