

## VOLUNTEER CAFE ASSISTANT

### KEY RESPONSIBILITIES

This opportunity will support our team in the day-to-day running of the Lenton Centre's new café facility, talking to and serving customers and taking care of the general workings of the café.

As a Volunteer Café Assistant you will be involved in:

- Assisting in the daily operations of the cafe, ensuring that the café and all equipment are clean and organised, including tables, seating areas, counters, and the kitchen area.
- Providing excellent customer service by greeting and assisting visitors, serving customers, and ensuring their needs are met.
- Supporting the Café manager in the restocking of products, filling out a food log
- Prepare coffee, tea, and other beverages to café standards; assist with simple food preparation (sandwiches, pastries, salads).
- Helping to maintain the inventory of supplies and equipment, restocking as needed.
- Work closely with team members to ensure smooth operations and provide the best experience for customers.
- Follow all food safety and hygiene guidelines to maintain a safe environment for both customers and staff.
- Working with other volunteers and staff members to create a positive and inclusive environment for all visitors.

### SKILLS AND EXPERIENCE

You do not need specific skills and experience as training will be provided, but the following will be useful:

- Food Safety Level 2 is **essential**, if you do not have this qualification but still wish to apply, we can organise training for this qualification for you
- Strong interpersonal skills and the ability to communicate effectively with individuals from diverse backgrounds.
- Experience in a café or similar customer-facing role is preferred but not essential.
- Customer service-oriented with a friendly and approachable manner.
- Reliable and punctual, with the ability to commit to a regular volunteering schedule.
- Ability to work well both independently and as part of a team.
- Ability to follow instructions accurately for food and beverage preparation.

### WHAT WILL YOU GAIN FROM THIS OPPORTUNITY?

- Valuable experience in a customer service and leisure centre environment, enhancing your communication and problem-solving skills.
- The opportunity to contribute to your community by creating a welcoming and enjoyable space for visitors.
- Personal satisfaction from making a positive impact and helping others lead active and healthy lifestyles.
- Being part of a friendly and diverse team.

### YOUNG PEOPLE AND THIS ROLE

We are proud of having a diverse volunteer base made up of people from different backgrounds and ages. The minimum age for this role is 14 years old.

### LEARNING OPPORTUNITIES

We will provide you with ongoing support and training throughout your volunteering, including:

- Full induction
- Health and Safety – Food Safety Level 2 Qualification
- Safeguarding
- Data Protection and compliance.