



# The Spring

## Role Description:

### Café Volunteer

Updated: November 2024

This role description may be subject to review in the light of the changing needs of The Spring.

**This is a voluntary post which carries no remuneration**

Duration	Ongoing, weekly position
Hours	Normally 4 hours a week, can be amended to suit individual requirements
Department	The Spring Café and Bar

## Purpose

This role supports the Cafe staff.

## Role Responsibilities

General customer service as the front end of the café.

## Duties and Tasks

- Serve customers tea, coffee, soft drinks and cakes
- Deliver food to the tables
- Clear & clean tables, load and empty the dishwasher
- Keep the front café area clean and tidy

## Excluded Tasks

If a volunteer is uncomfortable or dealing with a difficult member of public they should refer this to the Café Supervisor. In the case of a first aid incident they should immediately refer this to the Duty Manager.

The role does not include any food preparation.

## **Role Requirements**

### **Resources**

The volunteer will only need an apron which will be provided by the café.

### **Management and Training**

Overall responsibility for the role falls to the Café Supervisor, but the position will be supervised by those on duty in the café.

Volunteers in this position will be invited to staff meetings for the café and be involved in any training provided.

### **Expenses**

There are no expenses associated with this position.

## **Person Specification**

### **Essential Attributes**

- great customer service
- good communication skills

### **Desirable Attributes**

- flexibility in hours available to volunteer and willingness to swap shifts and cover holidays
- experience within the hospitality sector
- customer service experience is desirable

It is quite an active role involving standing on your feet for two-three hours at a time; the café can become very busy so an ability to work well under pressure is desired.

**All volunteers are expected to abide by The Spring's code of conduct for volunteers. See our volunteer handbook for details of this and other relevant policies and procedures.**

**For more information about this role, contact:** Samantha Peake, Café Supervisor

**To apply please complete our application form or contact:** Fiona Baxter, Executive Director