

<b>Community Cafe Assistant</b>	
<b>Salary (FTE)/Hourly rate of pay:</b>	£13.45 per hour (& Benefits)
<b>Contract Type:</b>	Permanent
<b>Hours of work:</b>	15 hours  Work 80% of your contract and get paid for 100% once completed probation  This role includes working a rota pattern and occasional weekends in line with the Community Cafe operating hours
<b>Responsible to:</b>	Community Cafe Supervisor
<b>Location:</b>	YMCA Community Cafe, Lipscomb Hall, Cockfield

### **Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, Teesdale and RAF Leeming. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

YMCA Teesdale is based in Teesdale and surrounded by close-knit communities. The team at YMCA Teesdale focuses on providing projects, activities and support that bring people of all ages together to help reduce isolation in a rural area. This includes the YMCA Community Cafe in the village of Cockfield.

This role contributes to the Community Cafe which brings people together by providing a welcoming environment and a safe space for people to be. Whether they come in for a cup of tea, a coffee, lunch or to use the computers, all our services are there for the community.

### **Job Purpose:**

To support the day to day running of our community café, based at Lipscomb Hall, Cockfield, Teesdale. The café provides healthy food at a very affordable price, including breakfast, lunch, and cakes, as well as barista style coffee and a "to go" menu. Paid staff will work alongside, and in support of, learners on gaining catering and hospitality qualifications, volunteers, long term work experience and apprentices.

The role of Community Café Assistant is to ensure that our food, drink, cleanliness and customer service is "exceptional". This role includes food preparation, cooking and presentation, customer service and weekend working on a rota basis.



## **Main Duties & Responsibilities:**

- To help create a welcoming Community Café environment that people actively seek out, because of the quality of both the food and customer service they receive. As well as a safe, clean and attractive environment to visit.
- To cook, prepare and present food in the highest possible way. We want to deliver more than a hearty meal. To ensure this we need to maintain exceptional standards in terms of the look, feel, taste and presentation of our meals served.
- To work in a way that ensures the Health & Safety of everyone within the café environment.
- To have a caring attitude towards volunteers and community members so that they feel valued. Through doing this we believe that they will best respond to the challenges of the work environment and become successful in what they do.
- To build relationships with customers and ensure that they receive a consistently high standard of customer service.
- To review, challenge and innovate: make suggestions regarding new and / or improved ways to get the most out of the experience for volunteers and customers alike.
- To demonstrate the values of YMCA at all times, and to cross-promote our other services and the work we do to transform the lives of young people.
- To support the Community Café team in the day-to-day delivery of food and drink in the Community Café.
- To work within the procedures; to ensure exceptional standards of cleanliness (customer area as well as kitchen), quality and availability of food and drink, efficient and effective cashing up and record keeping, and so on.
- To undertake any other reasonable task e.g. stock taking, preparing food in the kitchen if required, banking and errands to maintain the Community Café operation.

## **General:**

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

## **Safer Recruitment & Safeguarding**

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the



safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

## **Equal Opportunities**

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all



## Person Specification

No.	Essential	Desirable	Assessed by
<b>Education/Qualifications</b>			
Relevant qualifications to the café environment; including food hygiene certificate.		x	CV / Application Form
Customer Service Qualification		x	CV / Application Form
<b>Experience</b>			
Prior experience in a well-respected café environment.	x		CV / Application Form / Interview
Ability to prepare and cook meals from scratch or a willingness to learn	x		CV / Application Form / Interview
Prior experience of helping volunteers, some of which are economically inactive, have disabilities or and amongst the hardest to reach young people.		x	CV / Application Form
<b>Skills &amp; Abilities</b>			
Excellent communications skills in relation to learners and volunteers: calm, relaxed, encouraging and supportive	x		CV / Application Form / Interview
The ability to talk to people from all walks of life; from visiting VIP's to the everyday people of Teesdale.	x		CV / Application Form / Interview
<b>Personal Skills &amp; Abilities</b>			
A desire to deliver excellent customer service.	x		CV / Application Form / Interview
A desire to share skills, knowledge and experience and to help volunteers exceed their own expectations.		x	CV / Application Form / Interview
A willingness to develop and learn.		x	CV / Application Form
Flexible around days of work and cover of staff absences.	x		CV / Application Form

