

Community Cafe

Assistant - Bank Staff

Job Description

Job Title:	Community Cafe Bank Staff
Contract Type:	Bank
Salary (FTE)/Hourly rate of pay:	£13.45 (& Benefits)
Responsible to:	Community Cafe Assistant
Responsible for:	
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB

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 and 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.

The role of Community Café Assistant is to ensure that our food, drink, cleanliness and customer service are "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 support the team in the preparation and presentation of food in the highest possible way. We want to deliver more than a hearty meal. 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 this, we believe 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. stocktaking, 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).

Safeguarding

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

As part of our commitment to safer recruitment, all roles that involve working with children, young people or vulnerable adults will require a Disclosure and Barring Service (DBS) check at the appropriate level, including checks against the relevant



Barred Lists. We are committed to thorough background checks to help ensure that those whom we employ are suitable to work with these groups.

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

Recruitment of Ex-Offenders

We believe in providing equal opportunities for all qualified individuals, regardless of their background. We recognise that people can change and we are committed to giving individuals with criminal records a fair chance to demonstrate their skills and abilities.

We assess each applicant based on their qualifications, experience, and suitability for the role, taking into account the nature of the offence, the time elapsed since the conviction, and any evidence of rehabilitation.

We are dedicated to creating a workplace that fosters inclusion and supports the successful reintegration of individuals into the workforce. We comply with all relevant legislation and guidelines regarding the employment of ex-offenders, and we are committed to maintaining a safe and respectful work environment for all employees.



Person Specification			
No.	Essential	Desirable	Assessed by
Education/Qualifications			
Food Hygiene Certificate		X	CV / Application Form
Experience			
Prior experience in a well-respected café environment.		X	CV / Application Form / Interview
Skills & Abilities			
Understands the needs of the community		X	Interview
Understands the service YMCA Community Cafe provides		X	Interview
Ability to support the preparing and cooking of meals to a high standard		X	CV / Application Form / Interview
Personal Skills & Abilities			
Excellent communications skills: calm, relaxed, encouraging and supportive	X		CV / Application Form / Interview
A desire to deliver excellent customer service.	X		CV / Application Form / Interview
A willingness to develop and learn.	X		CV / Application Form / Interview
The ability to talk to people from all walks of life.	X		Interview
A positive "can-do" attitude towards their duties will help encourage all staff in the organisation to value the facilities, maintain our standards and want to serve our customers better.	X		CV / Application Form / Interview

