

# Volunteer café assistant role description

**Reports to:** Café Supervisor

**Hours:** Anytime between 10.30 am to 2:30 pm Monday to Friday

**Site:** The Sunlight Centre, Gillingham

**Role summary:**

To meet and greet customers in our community café and assist the Cafe Supervisor with food preparation, food service and cleaning duties as required.

To assist in the support and development of work placements who may have special needs or disabilities and promote the ethos and values of the charity.

**Role Duties:**

* Assist the Cafe Supervisor with food and drink preparation
* Operate the till and take orders for food and drink
* Clear and clean tables, wash dishes, clean work surfaces and floors
* Support those who may have learning difficulties or disabilities
* Participate in events and fundraising activities for Sunlight Development Trust

**Desirable Skills, Experience or Qualifications:**

* Basic Food Hygiene Certificate or a willingness to undertake this training
* Previous experience with fresh food preparation and production.
* Working knowledge of till systems/cash handling and customer service
* Basic numeric skills and literacy.

**Person specification**

* Good standard of personal hygiene and personal presentation
* Trustworthy, reliable and supportive attitude
* Good interpersonal and customer facing skills
* Ability to empathise, maintain professionalism, display patience and politeness within a sometimes pressurized environment.
* Friendly, sociable and outgoing with a good sense of humour
* A conscientious, flexible and *‘can do’ ‘will do’* working style.
* Good organizational skills and confidence to deal with difficult situations and to know when appropriate to seek guidance.
* Good team working skills and ability to work with minimal supervision.