



Coldharbour Mill Volunteer Role Profile

Role: Café Volunteer

Responsible to: General Manager

Purpose:

As a member of the café team to help provide front-line service at the Mill's Café

Responsibilities:

Supporting the safe, efficient, and profitable operation of the Café

Key Activities:

1. Comply with all relevant Health and Safety, Food Hygiene and Food Safety legislation
2. Maintain the café, catering store and all appliances, food preparation and storage areas in a clean and hygienic condition at all times.
3. Dispose of all café rubbish in compliance with Water Transfer and Disposal Regulations.
4. Carry out cash handling, including concessionary prices where appropriate.

Commitment:

Flexible according to workload and opening times.

Work closely as member of team across café activities including efficient handover.

Personal Attributes:

Able to respond to customer requests promptly and politely.

Confident and able to handle any complaints or concerns in effective manner.

Skills and Experience:

Ideally customer service background

Recognise importance of food hygiene and related regulations

Team player

Support and Training provided:

Induction to ensure understanding of importance of and detailed operation of the Cafe

This is a voluntary role and this arrangement should not be seen as either legally binding or an employment contract

JR/July 2019