St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Café Assistant
Department/Shop	BBB Cafe
Location	Peartree Rd BBB shop
Reporting To	Store manager/assistant manager

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena, so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To work as part of a team and assist the manager/assistant manager to maximise income from the sale of cold food and beverages.

Main duties of the role

- Customer service
- Operating till & cash handling
- Preparing beverages for sale
- Ensuring recyclable goods are put in appropriate place
- Pricing as outlined by the café manager/supervisor
- Light cleaning duties of the café serving and seating areas
- Operating coffee machine
- Ensure food hygiene, health and safety and fire regulations are always adhered to

Training & supervision

All required training, including till operation will be provided.
Online health and safety training is mandatory and includes food hygiene level 2 for Café volunteering (renewed annually)
St Helena training modules are to be completed via Bluestream online training platform

Experience & qualifications required

- Customer service experience
- Cash handling
- Excellent communication skills
- Previous experience of working or volunteering in a cafe environment desirable
- Computer literate

Personal attributes

- Passionate about St Helena
- Attention to detail
- Personable and approachable with a willingness to be flexible
- Good communication skills
- Ability to have difficult conversations
- Reliable and trustworthy
- Team player with a friendly outlook