

Volunteer Café Assistant - Role Description

About us: Future Projects is a registered charity, which provides a free information service. Formed in 2002 we offer information and advice to individuals on all aspects of daily living, including Housing, Welfare Rights and Benefits. Our service is confidential and can be accessed by telephone, letter, email or personal visit to our fully accessible office.

Purpose: to support the Baseline Service by providing a welcoming environment and serving refreshments to clients and the local community

Location: Baseline, 65 – 67 Knowland Grove, Norwich, NR5 8YD

Hours: Between the opening hours of 9am-5pm Monday to Friday

Duties and Responsibilities:

- Welcoming and engaging members of the public to the café area
- Taking tea and coffee orders
- Operating hot water machine and other equipment
- Maintaining a hygienic environment by cleaning surfaces and equipment regularly
- Clearing mugs/dishes and washing up
- Comply with Future Projects' relevant Policies and Procedures
- Wear personal identity badge whilst volunteering
- Represent the professional standards of the charity

Person Specification:

- Good communication skills
- Good customer service skills
- Must be able to work as part of a small team
- Must be able to work unsupervised
- Must be honest, trustworthy, enthusiastic, and willing
- Must be reliable and punctual
- Always use discretion and integrity
- Have an outgoing and friendly personality
- Smart but casual in appearance
- Flexibility to cover sickness and/or holidays if required

Training and support:

Future Projects will provide you with training to carry out the role as follows:

- Full Induction
- Health & Safety – including risk assessment
- Moving & Handling
- Operational procedures/guidance

Volunteers will always have a member of staff on-hand to provide support, and we will regularly review your volunteering experience with you to ensure that it is rewarding and enjoyable.