

## **Role Description:** **Coffee Pod Volunteer**

Volunteering for the Education Futures Trust in our community Coffee Pod helps the Pod to raise money to support the work done by Trust in the Hastings community.

Volunteers help in the general running of the Pod, within The Education Futures Trust grounds, the Firs. Volunteering in our Pod involves, but is not limited to, serving customers, making barista coffees and other hot beverages, serving and clearing tables, cleaning and stock taking.

### **Key aims:**

1. To provide a high-quality service to customers
2. To assist in the running of Pod and supporting staff where required
3. To assist in developing an effective and well-regarded service

### **Main areas of Responsibility**

- Assist in the day to day running of the Pod and be part of the Pod team.
- Serving customers, making hot drinks, clearing tables, cooking food, and cleaning the Pod, keeping it to a good standard of hygiene.
- Undertaking and adhering to relevant and required training, such as Food safety, when requested to do so.
- Assist with retention of customers, by providing a welcoming and friendly atmosphere.
- Provide an “extra pair of hands” for various tasks
- Helping to ensure the smooth running of any courses on the site by providing food and drinks to participants when directed to do so
- Providing regular feedback on the effectiveness of the service as requested and attending team meetings, where possible, to ensure effective communication.
- Feedback any concerns to the Catering Lead or Manager on Duty.
- To undertake other duties which may be identified as necessary.
- There will be elements in the role that will follow a routine, some of the work will vary according to the needs of that day and site use.
- Supporting the Pod Staff and other volunteers, by helping where required and directed.
- Assist in organisation and transportation of goods needed for the Pod

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- This role may bring you into contact with vulnerable participants, with this in mind safeguarding training and guidance would need to be adhered to and any concerns reported to the Catering lead or Manager on Duty as soon as possible.
- To carry out the above duties in accordance with the equal opportunities policy at the Education Futures Trust.

During your role you will be supported by catering staff and our Volunteer Coordinator. You should expect a volunteer induction, training, regular check-ins and invitations to biannual volunteer social events.

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