

Role Description: **Community Café Volunteer**

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

Volunteers help in the general running of the Drift café, within Hastings Contemporary art gallery on the Stade. Volunteering in our community café 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 café and supporting staff when 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 café and be part of the café team.
- Serving customers, cooking food, making hot drinks, clearing tables and cleaning the café, keeping it to a good hygienic standard.
- 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 in the café
- 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 Café Manager or Chef 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 café use.
- Supporting the cafe manager and chef on duty, by helping where required and directed.
- Assist in organisation and transportation of good needed for the café
- To carry out the above duties in accordance with the equal opportunities policy at the Education Futures Trust.

Our children. Our families. Our community.

Registered Charity Number: 1146171

Company Number: 7852922