



| JOB DESCRIPTION  |   |
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| Job Title:   | Volunteer Café Assistant  |
| Hours of Work:   | Flexible to meet service demands  |
| Base:  | Barnsley Hospice Café locations and Barnsley Hospice  |
| Department:  | Catering  |
| Accountable To:  | Catering Lead   |
| Job Purpose:   | The Volunteer Café Assistant supports the daily operations of a cafe by providing customer service, preparing and serving food and drinks, and maintaining a clean and organised environment. They are involved in various tasks, including taking orders, preparing beverages (including coffee), serving food, handling cash, and ensuring the cafe is tidy and well-stocked.   |
| Organisational Summary   | <p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity &amp; Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p> |
| Main Duties & Responsibilities:  |   |
| <b>Food &amp; Drink Service</b> <ol style="list-style-type: none"> <li>1. Prepare and serve food and beverages, ensuring high-quality presentation.</li> <li>2. Operate the till, handle cash and card payments, and maintain accurate records.</li> <li>3. Follow all food safety and hygiene protocols.</li> <li>4. Assist in setting up and closing down the café, ensuring cleanliness and readiness.</li> </ol> <b>Customer Service &amp; Engagement</b> <ol style="list-style-type: none"> <li>1. Provide friendly, welcoming, and efficient service to all customers.</li> <li>2. Be knowledgeable about menu items and assist customers with any dietary requirements or allergens.</li> <li>3. Support hospice fundraising efforts by engaging with customers about initiatives where appropriate.</li> </ol> |   |

**Food Safety & Hygiene**

1. Adhere to Level 2 Food Safety in Catering requirements.
2. Follow HACCP procedures and maintain food temperature logs.
3. Assist in allergen management by following supervisor-led allergen procedures and communicating dietary information to customers.
4. Assist in stock rotation and monitor use-by dates.
5. Ensure all areas of the café meet hygiene and cleanliness standards.

**Teamwork & Support**

1. Work closely with the Café Lead to ensure smooth daily operations.
2. Support volunteers and new team members with guidance and encouragement.
3. Assist in training and supporting volunteers in daily café operations.
4. Assist with stock management and reporting any shortages.

**General**

1. Respect confidentiality applying to all Hospice areas.
2. Maintain an awareness of all relevant legislation and Hospice policies/procedures and act in accordance with them.
3. Maintain an awareness of personal responsibilities as defined by the Health & Safety at Work Act 1974, thus maintaining a safe working environment.
4. Through the appraisal system and in conjunction with your manager identify personal and professional development needs. Participate in suitable training courses and mandatory training within the Hospice as identified and required.
5. Carry out any other duties deemed appropriate to the post by Hospice Management

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| <b>Other Responsibilities</b>  |
| <ol style="list-style-type: none"><li>1. To undertake any other duties, commensurate with the role as required by the Hospice.</li><li>2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.</li><li>3. The post holder will be expected to maintain strict confidentiality at all times.</li><li>4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.</li><li>5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.</li><li>6. The post holder is to ensure data protection is maintained at all times.</li><li>7. The post holder will be flexible in terms of working hours in order to meet service needs.</li><li>8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.</li></ol> |



This job description is not an exhaustive list but it shows many of the aspects to this role.

| PERSON SPECIFICATION  |  |
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| <b>Knowledge and educational achievements:</b>  |  |
| <ol style="list-style-type: none"> <li>1. Previous experience in a café, hospitality, or customer service environment.</li> <li>2. Level 2 Food Safety in Catering (or willingness to obtain before starting).</li> </ol>   | Assessment method – application form and interview |
| <b>Experience and work achievements:</b>  |  |
| <ol style="list-style-type: none"> <li>1. Basic numeracy skills for cash handling and stock monitoring.</li> <li>2. Barista training or willingness to undertake</li> <li>3. Experience making hot drinks</li> <li>4. Experience working in a café setting (<i>Desirable</i>)</li> <li>5. Familiarity with allergen handling and food safety compliance.</li> </ol>       | Assessment method – application form and interview |
| <b>Skills and abilities:</b>  |  |
| <ol style="list-style-type: none"> <li>1. Excellent customer service and communication skills.</li> <li>2. Ability to remain calm under pressure and work efficiently in a fast-paced environment.</li> <li>3. A commitment to ensuring the café is allergen-safe and inclusive for all customers.</li> </ol>   | Assessment method – application form and interview |
| <b>Personal attributes:</b>   |  |
| <ol style="list-style-type: none"> <li>1. Friendly, approachable, and professional.</li> <li>2. Team player</li> <li>3. A passion for delivering excellent customer service.</li> <li>4. Empathy and understanding, particularly when serving hospice patients, families, and visitors.</li> <li>5. An interest in supporting hospice fundraising initiatives.</li> </ol> | Assessment method – application form and interview |

| Our Values and Behaviours:  |   |
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| <p><b>Ambition:</b> <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i></p> <ul style="list-style-type: none"> <li>• We set high standards for ourselves and the services we provide.</li> <li>• We seek every opportunity to learn: from our successes and our mistakes.</li> <li>• We take a flexible and creative approach when seeking opportunities and solutions.</li> </ul> <p><b>Collaboration:</b> <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i></p> <ul style="list-style-type: none"> <li>• We value diversity in its broadest sense and take meaningful action to create an inclusive environment.</li> <li>• We seek out and nurture partnerships so we can achieve more together.</li> <li>• We are welcoming and friendly.</li> </ul> <p><b>Compassion:</b> <i>We are caring and treat everyone with kindness and respect.</i></p> <ul style="list-style-type: none"> <li>• We show empathy and consideration towards others.</li> <li>• We are genuinely caring and respectful in our interactions with others.</li> <li>• We are generous with our time and attention, and value the people around us.</li> </ul> <p><b>Integrity:</b> <i>We are honest, communicate clearly and openly, and take responsibility.</i></p> <ul style="list-style-type: none"> <li>• We are open and honest with ourselves and others.</li> <li>• We are trustworthy and reliable and deliver on our promises.</li> <li>• We are professional and take our responsibilities seriously.</li> </ul> | <p>Assessment method – application form and interview</p> |