

Role Description

Cafe Team Member

Events

Responsible to: Cafe Shift Leader

Purpose of the cafe

The purpose of the cafe is to raise awareness and to help customers engage with Tearfund. The cafes help Tearfund to raise brand awareness and create a positive experience of interacting with the charity. Full training is given so don't worry if you have never worked in a cafe before.

You'll need to be prepared to be on your feet and willing to work flexible shifts, often in the evenings. We'll try to make sure you have regular breaks and don't work more than four hours at a time.



All photo credits: Chris Hoskins/Tearfund

Key tasks and responsibilities

Working in the cafe

- Carry out tasks, such as taking orders, serving drinks, clearing tables and working tills, to ensure smooth running of the cafe.
- Serve customers and ensure customer satisfaction.
- Keep a clean and tidy working area.
- Follow health and safety regulations.
- Be an excellent ambassador for Tearfund at all times.

Contribute to the team

- Attend an initial on-site briefing run
- Look out for your own spiritual needs and those of your team around you.
- Attend team prayer time each day. This is a great opportunity to meet together as a team, to support and encourage one another. If you would be interested in running one of these sessions please let the Events Team know. We aim to have someone different run the prayers each day.



Person specification

We are looking for people who are passionate about serving, hospitality, and telling the world about God's heart for justice and Tearfund's work in following Him.

- Confident in communicating well with others in a team.
- Excellent customer service skills.
- Ability to use initiative.
- Well organised and flexible.
- Calm, confident and assertive manner.
- Preferably has training in food hygiene certificate (not required).
- Willing to get stuck in with the team.
- Able to work in a busy and fast paced environment.
- Committed to the task and willing to work long or late hours.
- A positive, can-do attitude.
- Previous experience of working in a cafe is an advantage but not required



Benefits of the role

This is a great opportunity for you to work as part of Tearfund's Events team, to learn about our work and get to know our organisation. In this role you will:

- Gain work-based skills and experience in areas of customer service and hospitality.
- Meet passionate Tearfund supporters and learn from them.
- Gain free entry to the event, including free accommodation (in a tent) and free meals.
- Potential to receive barista, health and safety and food hygiene training.
- Meet and work with new people.
- Increase your knowledge of Tearfund and its work.



Expectations

By volunteering with us you are committing to:

- Work as a Tearfund volunteer for a maximum of six hours per day at the event.
- Adhere to Tearfund's Code of Conduct, Safeguarding policy and Volunteer Charter.

Tearfund commits to:

- Handle your data with care and respect - especially any sensitive information.
- Always put your wellbeing at the centre, with a number of facilities available throughout your time on site.

If you have any questions about this role, please get in touch with a member of the Events

Team: volunteer@tearfund.org



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