

# Events – Café Team Member

**Responsible to: Café Shift Leader**

## **PURPOSE OF THE CAFÉ**

The purpose of the café is to raise awareness and to help customers engage with Tearfund.

We're keen to place each volunteer in a role they will enjoy and suit them. You'll need to be prepared to be on your feet and willing to work flexible shifts, often in the evenings. We promise to make sure you have regular breaks and don't work more than three and a half hours at a time.

## **KEY TASKS AND RESPONSIBILITIES**

Working in the café

- Carry out café jobs/tasks and ensure smooth running of the café
- Serve customers & ensure customer satisfaction
- Keep a clean and tidy working area
- Follow health and safety regulations
- Promote values of Tearfund

Contribute to the team

- Attend initial on-site briefing run by Events Team staff
- Look out for your own spiritual needs and those of your team around you.
- Attend team prayer time each morning (event dependent). 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 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
- 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
- Committed to the task and willing to work long or late hours

## BENEFITS OF THE ROLE

This is a great opportunity for you to work as part of Tearfund's fundraising 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
- Gain free entry to event
- Receive barista, health and safety and food hygiene training
- Meet new people
- Attend event seminars and meetings
- Increase your knowledge of Tearfund
- Meet passionate Tearfund supporters and learn from them

## EXPECTATIONS

By volunteering with us you are committing to:

- Work as a Tearfund volunteer for up to 6 hours per day at the event
- Adhere to Tearfund's Code of Conduct and Volunteer Charter
- Provide us with an email address to keep in contact with you about your volunteering.

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