

# EVENTS CAFE MANAGER ROLE DESCRIPTION

Responsible to: Site manager and/org Tearfund Events team.

## PURPOSE OF THE ROLE

The purpose of the cafe is to raise awareness and 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 for more than two and a half hours at a time.

## REQUIREMENTS

- Excellent interpersonal skills - relational and sensitive in dealing with shift leaders and volunteers.
- Ability to juggle tasks.
- Ability to prioritise and work well under pressure.
- Ability to use initiative.
- Well organised and flexible.
- Calm, confident and assertive manner.
- Confident to lead groups of people in devotions and training.
- Preferably to have training in areas of health and safety/food hygiene/child protection.
- Committed to achieving the objectives and willing to work long or late hours.
- Willing to learn and adapt throughout the event.

## WHAT WILL I DO?

Oversee safe and effective running of the cafe

- Ensure health and safety/food hygiene and child protection guidelines are followed.
- The cafe manager is detached from the shift working so that they can be free to float and make sure every part of the cafe is under control.
- Spend time in cafe split between shift teams. Help out at peak times wherever possible.
- Look out for the spiritual welfare of the whole team, especially shift leaders.
- Attend team prayer time each morning and prepare for at least one session (event dependent).

To be the link between the cafe and the event organisers:

- Liaise with the relevant on-site support teams and sometimes in conjunction with Tearfund's site manager.
- Order stock in conjunction with suppliers. Sometimes, as in the case of New Wine, these will be on-site.
- Attend and participate in initial on-site briefing run by the event and Events team staff.

By volunteering with us, you are committing to:

- Adhere to Tearfund's Code of Conduct and Volunteer Charter.
- One mandatory half day training session prior to the event.
- Provide us with an email address to keep in contact with you about your volunteering.

## WHAT WILL TEARFUND DO?

- Help you gain work based skills and experience in the areas of people management, customer service, spiritual leadership, stock and resource control.
- Provide free entry and costs covered.
- Provide a chance to meet new people .
- Increase your knowledge of Tearfund.
- Enable you to meet passionate Tearfund supporters and learn from them.