

EVENTS CAFE SHIFT LEADER ROLE

DESCRIPTION

Responsible to: Cafe Manager

PURPOSE OF THE ROLE

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

REQUIREMENTS

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

- Excellent interpersonal skills - relational and sensitive in dealing with volunteers.
- Ability to prioritise and work well under pressure.
- Confident and experienced handling money.
- Ability to use initiative.
- Well organised and flexible.
- Calm, confident and assertive manner.
- Confident to delegate to team members.
- Preferably to have training in areas of health and safety/food hygiene/child protection.
- Willing to get stuck in with teams.
- Committed to the task and willing to work long or late hours.

WHAT WILL I DO?

Managing your team:

- Attend initial on-site briefing run by Tearfund staff and ensure volunteers follow instructions on the running of the cafe.
- Look out for the spiritual welfare of your team.
- Attend team prayer time each morning and prepare a devotion for at least one session.
- Help troubleshoot any questions your team might have.
- Communication with the cafe manager and/or site manager throughout the event.

Preparing the cafe:

- Equipment (e.g. ensuring urns are filled at the start of shift etc.)
- Refilling and preparing food display (cake, sandwiches, crisps etc.)
- Collect the float at the start of the day if you are on the morning shift (with one other team member)

Running of your team shift:

- Responsible for all areas of the cafe during your shift.

- Maintain a good relationship with other cafes.
- Responsible for your shift's rota.
- Organise volunteers.
- Be a point of contact.
- Delegate roles.
- Ensure the safe running of your shift.
- Promote the values of Tearfund.
- Answer customers questions and/or pointing them in the right direction (bare in mind there is usually a Tearfund exhibition stand on-site)
- Ensure health, hygiene and safety regulations are being followed.

End of your shift:

- Clean the back and front areas of the cafe.
- Responsible for stock and cafe appearance at close (if on evening shift)
- Responsible for ensuring takings (inc. float) are securely stored.
- Ensure the cafe is left in good condition for the following team - stock and urns topped up and everything is clean and tidy.
- Handover to the following shift leader.

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