

Role Description

Cafe Shift Leader

Events

Responsible to: Cafe Manager

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

Managing your team

- Attend an initial online training as well as on-site briefing run by Cafe staff..
- 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.
- Help troubleshoot any questions your team might have.
- Communication with 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 displays (cake, sandwiches, crisps etc.)
- Collect float at start of 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 Cafe Manager
- Responsibility for your team's shift rota.
- Delegate roles to your shift team, to help organise the smooth running of the cafe.
- Be a point of contact for Tearfund
- Be prepared to step in to support the team during busy periods in the cafe.
- Promote the values of Tearfund.
- Answer customer questions and/or pointing them in the right direction (bearing in mind there are usually Audience Team volunteers nearby).
- Ensure health and hygiene and safety regulations are being followed.

End of your shift

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



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 to lead a team and delegate tasks to team members.
- Excellent interpersonal skills – relational and sensitive in dealing with volunteers.
- Confident in communicating well with others in a team.
- Excellent customer service skills.
- Ability to use initiative.
- Ability to prioritise and work well under pressure.
- 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.
- Ability 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.
- Confident and experienced in handling money.



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 experience of leading a team and people management.
- 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



Registered with
**FUNDRAISING
REGULATOR**