**Volunteer Job Description**

**Job Title:** Front of House Cafe Assistant (The Kitchen, Bristol)

**Responsible to:** General Manager

**Line Managed:** Front of House Supervisor

**Working Hours:** As agreed with volunteer

**Location:** The Kitchen, Silver Street, Bristol BS1 2AG

**Job Purpose:**

To work as part of the café team, serving customers and ensuring that we give excellent service at all times.

Duties and Responsibilities:

* Working with the kitchen and front of house team, to ensure the smooth running of the kitchen and café at all times and to deliver a high quality product and service
* Making hot and cold drinks
* Serving food, clearing tables and supporting the team in the kitchen
* Recommend and upsell food and drink
* Taking orders and card or cash payments
* Ensuring the food preparation areas, café and kitchen are clean and hygienic
* Polishing cutlery, washing dishes and making sure they are stored appropriately
* Delivering and setting up catering for events in other parts of The Station
* To work with the wider team in the development of new products and menus
* Helping with events on evenings and weekends (optional)
* Be involved and contribute in team meetings (optional)
* Carrying out opening and closing checks, following a pre-determined procedure
* Help deliver agreed financial targets to minimise costs and maximise revenue
* Ensure the Department complies with all health & safety and hygiene statutory regulations relating to food and catering establishments and that HACCP records are maintained up to date
* Any other duties that may be reasonably required by the organisation

**Person Specification**

**Qualifications**

None

**Experience**

None

**Abilities and Skills**

* Able to set an appropriately friendly atmosphere in the café
* Good at working as part of a team, but also the ability to work to own initiative
* An interest in working in the hospitality / food industry
* A cheerful, flexible and positive “can-do” attitude
* Good people skills, both in terms of colleagues, but also customers
* Resilient and able to deal with a high pressure environment
* Willingness to undertake appropriate training and education as part of a commitment to continued professional development
* Commitment to working within an equal opportunity framework
* Supportive of the Christian Aims and Purposes of the YMCA

**What we offer:**

* Barista training
* Food and hygiene training
* Free staff meal if you work over 4 hours
* Monthly team meet ups
* Till training

**Core values of Bath YMCA:**

As a part of Bath YMCA, Bristol YMCA shares its core values. The value statement is:

We believe that our Christian values are shared by people of many faiths and no faith and

they include:

• **Equality** – that we all have the right to be treated fairly and equally. We want to help individuals achieve their own goals and recognize that we are all unique and need different support to make a goal a reality.

• **Innovation** – there is nothing as consistent as change (so they say) and we recognize that we need to keep changing even in to stand still. Therefore innovation in our work is central to our long term aims.

• **Creativity** – being creative in our approach to all our work and encouraging each individual to find their unique way.

• **Community** – a term that repeats throughout our work – we work with communities and aim to make them stronger as a whole.

In addition to these the following are operating values for our work in Bristol, our approach to our work is to:

• Value **positive long term relationships** with and between young people, partners, customers and communities, encouraging interdependence and community over independence and individualism.

• **Go the extra mile** to offer the right kind of support to the young people and communities we work with.

• Aim for **excellence in all that we do**, and when we don’t achieve that to be honest about it.

• Have **integrity in all areas of our work** and operation.

**ABOUT THE KITCHEN & YMCA**

The Kitchen is a **social enterprise** run by YMCA Bristol. Our overall aim as the YMCA in Bristol is to build strong communities where people can thrive, and The Kitchen is an integral part of this.

The Kitchen opened in 2012 and has become a lunchtime favourite for a wide customer base. We serve fresh food prepared on our premises. Our coffee is roasted in St Werburghs by Extract Coffee Roasters. Our suppliers are all as local as possible and we enjoy a close relationship with them all.

We’re really proud to be Highly Commended in the Bristol Good Food Awards 2014 for Best Café Food, and a runner up in the Observer Food Monthly Awards 2015 for Cheap Eats in the South West

We are currently open from 7am until 3pm, Monday to Sunday.

As a social enterprise, we’re not about profit. We’re about building a thriving business with a loyal and diverse customer base which enables us **to provide opportunities for young people to learn, develop and grow – particularly young people who have had a difficult start in life.**

It sounds exciting and romantic doesn’t it. Well it is. But its also hard work, with lots of ups and downs. But it is really rewarding.

As well as our café, in our “down time” (evenings and weekends) we also have a growing events market. We have done wedding receptions, political debates, festivals, VIP dinners, Christmas parties, launch parties, conferences, charity events. We have a large flexible space, which our customers find

relaxed. And there is a load more potential to develop this side of our work. We also work with our neighbours (The Station) to provide catering and bars for their events.

And finally (for the moment!) we are about to start building a new 100 bed hostel next door – partly backpacking, and partly accommodation for young people who are homeless. This is a really exciting development and will create a new market for The Kitchen. This is due to open in early 2017.

Have a look at our Facebook page, twitter feed and Instagram account to get a feel for who we are:

Facebook: [www.facebook.com/stationkitchen](http://www.facebook.com/stationkitchen)

Twitter: @stationkitchen

Instagram: @stationkitchen

The Kitchen is proud to be a part of YMCA Bristol, a growing local charity that aims to build strong communities where people can thrive. We are also a part of the YMCA Bath Group, which operates a range of community projects and social enterprises across Bath, Wiltshire and South Gloucestershire. These include a 220 hostel and gym in Bath city centre, six early years nurseries across Bath and Wiltshire, after school clubs, youth and community centres and a European Voluntary Service scheme. For more information about YMCA Bath Group have a look at [www.bathymca.co.uk](http://www.bathymca.co.uk)

The YMCA is an international family of Christian organisations which was started in London in 1844. It now works in 119 countries world wide, delivering a range of programmes that support communities and young people. There are 114 YMCAs in the England alone. For more info about the YMCA movement have a look at <http://www.ymca.org.uk>