



## **CASUAL CAFÉ ASSISTANT – POMEGRANATE CAFÉ**

**Reporting to:** Project Manager

**Salary:** £12-£13 per hour dependant on experience

**Hours:** Zero hours based on need, between the hours of 9.30am and 3pm Tuesday – Friday.

### **Background**

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery and create pathways out of poverty. We do this by providing various support service and interventions from our premises on Waterloo Road.

Pomegranate Café is a Social Enterprise Café - a project of The Good Shepherd based at Queen's Building in Wolverhampton City Centre.

Open to the public, Pomegranate is a vibrant café, offering good quality coffee, cakes and lunch time specials. The café will be used to raise awareness, engage the community and provide a space for community related events.

As the project progresses, Pomegranate will directly employ people with lived experience of homelessness, mental health or financial exclusion, offering opportunities for training and skills development to move towards further employment.

### **Values**

Our core values are hospitality and compassion without discrimination. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

### **Role Summary**

To effectively support the day-to-day running of the café. Providing excellent customer service, quality food and drink; working to high standards of Food Safety and Hygiene.

### **Duties and Responsibilities**

- Welcoming customers, taking orders, and using tills and ordering systems.
- Operating coffee machines and other equipment.
- Food preparation
- Accurately handling cash or cashless transactions and providing payment receipts.
- Tracking inventory levels to ensure the café has adequate stock supplies.
- Responding to customer questions, feedback, or complaints.
- Working effectively as part of a team, including working alongside staff/volunteers with lived experience.
- Informing customers about menu items, products and special events.

- Ensuring that food is handled in line with appropriate policies and in compliance with food safety regulations.
- Ensuring the overall cleanliness of the service and food preparation areas, including waste disposal and recycling and cleaning of customer facilities.
- Opening and closing the establishment and completing end of shift checks.
- Observe all health and safety regulations related to the role and always complying with Good Shepherd Policies and Procedures.
- To cross promote other services offered by Good Shepherd and the work we do to help people change their lives.
- Maintain a high level of professional boundaries in line with Good Shepherd Policies.
- Any other duties which reasonably fall within the range and responsibilities of this post, as requested by a member of the management team.

## **Person Specification – Café Assistant**

### **Abilities and attributes**

- Ability to manage own time, prioritise tasks and maintain accountability for your work.
- Personable, with excellent communication skills and able to work as part of a team.
- To have a caring attitude towards learners and volunteers in order to help them develop the skills to become successful in their role.
- Competent in preparation and serving of light lunchtime dishes such as jacket potatoes, sandwiches and soups.
- Ability to work well under time pressure.
- Cultural awareness with the ability to work non-judgementally with a person-centred focus.
- Ability to maintain clear professional boundaries.
- Open minded and willing to undertake additional training relevant to the role.
- Strong understanding of health and safety principles, including food safety.
- Previous experience in a customer facing role, preferably in hospitality sector.

### **Desirable experience, knowledge & skills**

- Experience working with vulnerable adults.
- Food Safety Level 2 Qualification
- Knowledge of homelessness and related issues and/or the charity sector.

To apply, send your CV and covering letter to: [office@gsmwolverhampton.org.uk](mailto:office@gsmwolverhampton.org.uk)

or by post to: Admin Team, Good Shepherd, 65 Waterloo Road, Wolverhampton. WV1 4QU