Hopian
domestic abuse & sexual exploitation support & refuge accommodation services

Jobs with Real Meaning

Supporting children, young people and adults affected by abuse and child sexual exploitation.

http://hopian.org.uk

0330 2020 571

A registered Charity Number: 1141699
and a Registered Company Number: 07441391

Job Description

Post:	**Café Assistant**
Salary:	£12.71 per hour
Responsible to:	Commercial Development Manager
Accountable to:	CEO
Hours of Work:	16 hours per week, scheduled across Tuesday, Wednesday, Thursday, and Friday, working 4-hour shifts between 9:30am – 3pm, an even rota across the week. Additional shifts may be required on select evenings or weekends to accommodate special events.
Based:	Frith Space Café, Rotherham

Job Purpose

The Café Assistant supports the day-to-day delivery of a welcoming, safe and inclusive café, charity store and activity space at Hopian. The role involves food and drink preparation, customer service, retail store preparation and presentation, cleaning, cash handling, and opening and closing the café.

The post holder is expected to be flexible, proactive and supportive of income-generating activity, helping to ensure the café and store operates efficiently and contributes positively to Hopian's financial sustainability. This includes supporting events, room hire, catering and retail activity, and responding constructively to opportunities to make effective use of the space.

Main Duties

1. Customer Welcome and Experience

- Provide a friendly, welcoming and inclusive experience for all visitors
- Greet customers confidently and support them within the café space
- Respond to customer queries politely and professionally
- Be mindful that the café may be used by people affected by trauma and contribute to a respectful, supportive environment
- Promote café offers (food, drink, retail items) clearly and helpfully to customers

2. Food and Drink Preparation

- Prepare and serve:
  - Hot and cold drinks, including coffee
  - Sandwiches, toasties and light food options
- Follow all food hygiene and safety procedures
- Work efficiently during busy periods to support smooth service and income flow
- Keep food preparation and service areas clean, tidy and organised

3. Café Operations, Opening and Closing

- Support opening and closing procedures, including:
  - Setting up and clearing down the café
  - Moving and arranging tables, chairs and displays
  - Securing the café at the end of the day
- Support smooth day-to-day café operations during shifts
- Demonstrate flexibility to support changes in layout, service or usage linked to events, room hire or trading needs

4. Cash Handling and Till Operation

- Operate the till accurately and responsibly
- Handle cash and card payments
- Support start- and end-of-shift cash-up procedures
- Report discrepancies, issues or concerns promptly to management

5. Store and Retail Support

- Support the in-house store, including:
  - Assisting customers with pre-loved items and merchandise

    - Keeping retail displays tidy, well presented and inviting
    - Supporting basic stock rotation and presentation
- Process retail purchases through the till
- Contribute ideas or observations that could help improve retail presentation or sales.

6. Community Activities, Events and Room Hire Support

- Support self-led community activities taking place within the café space
- Provide a welcoming and helpful presence during activities and events
- Support the team with:
    - Set-up and close-down of events, activities and room hires
    - Preparing the space for use and returning it to standard layout
- Adapt to different uses of the space and changing priorities during shifts

7. Catering and Income-Generating Support

Support catering requirements linked to:

    - Events
    - Room hires
    - Activities or group bookings
- Prepare and serve refreshments in line with food hygiene standards
- Actively support income generation by:
    - Offering refreshments during activities and events
    - Supporting event-related food and drink service
    - Promoting café options clearly and helpfully
    - Being alert to opportunities to maximise café and retail sales during shifts

8. Volunteers and Team Working

- Work positively alongside café volunteers
- Support volunteers with day-to-day café tasks as directed
- Take a proactive, team-focused approach to maintaining service quality and standards

9. Cleaning, Health & Safety and Compliance

- Carry out regular cleaning tasks, including:
    - Café equipment
    - Food preparation areas
    - Customer seating and public areas

- Complete basic health & safety, food hygiene and cleaning checks
- Follow all relevant policies, including:
  - Health & Safety
  - Food hygiene
  - Safeguarding
  - Lone working
- Report hazards, incidents or concerns promptly

10. General Responsibilities

- Work in line with Hopian's values and trauma-informed approach
- Promote inclusivity and accessibility within the café and public space
- Demonstrate flexibility in working patterns to support events and wider use of the space within agreed hours
- Attend training, supervision and team meetings as required
- Undertake other reasonable duties related to café operations and income generation

Person Specification: Key Skills, Experience and Attributes

Essential

- Experience in a customer-facing role (e.g. café, retail, hospitality or community space)
- Friendly, approachable manner with good communication skills
- Ability to prepare food and drinks (or willingness to be trained)
- Ability to follow procedures and work safely
- Confidence handling cash and using a till (or willingness to learn)
- Flexible and proactive approach to work, with willingness to adapt to changing priorities
- Reliability and ability to work effectively as part of a team
- Willingness to support events, room hire and income-generating activity

Desirable

- Experience making coffee and light food (sandwiches, toasties, etc.)
- Experience supporting events or room hire
- Experience working with volunteers
- Food hygiene certificate (or willingness to complete training)
- Experience working in a charity, social enterprise or community setting

Personal Attributes

- Welcoming, patient and respectful
- Practical, proactive and solution-focused
- Willing to contribute to making the café financially viable
- Calm and professional during busy periods
- Values-led and committed to inclusivity
- Comfortable working under supervision and following guidance

Physical and Manual Requirements

- The role involves standing for extended periods
- Regular manual handling, including moving tables, chairs, displays and café equipment as part of opening, closing and event set-up
- Repetitive tasks such as cleaning, food preparation and till use
- Training will be provided on safe manual handling and health & safety procedures

Hopian's commitment

We are committed to fostering an inclusive and diverse environment. We strive for equality in service delivery and employment practices. It is imperative that all staff comprehend and actively endorse this policy in their daily responsibilities.

All employees have a responsibility for their own health and safety and that of others when performing their duties and must help us to apply our general statement of health and safety policy.

Hopian is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment. A satisfactory Criminal Record Bureau check will need to be returned prior to commencement of employment.

This specification has been prepared in accordance with the requirements of the organisation's Equal Opportunities and Employment Policy(ies).

Whilst every effort has been made to outline all the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Also, the post holder may, from time to time, be asked to undertake other reasonable duties commensurate with the grading of the post. We will undertake to make any reasonable adjustments to a job or workplace to counteract any disadvantages a disabled person may have.

Disabled applicants who meet the essential short-listing criteria will be guaranteed an interview.