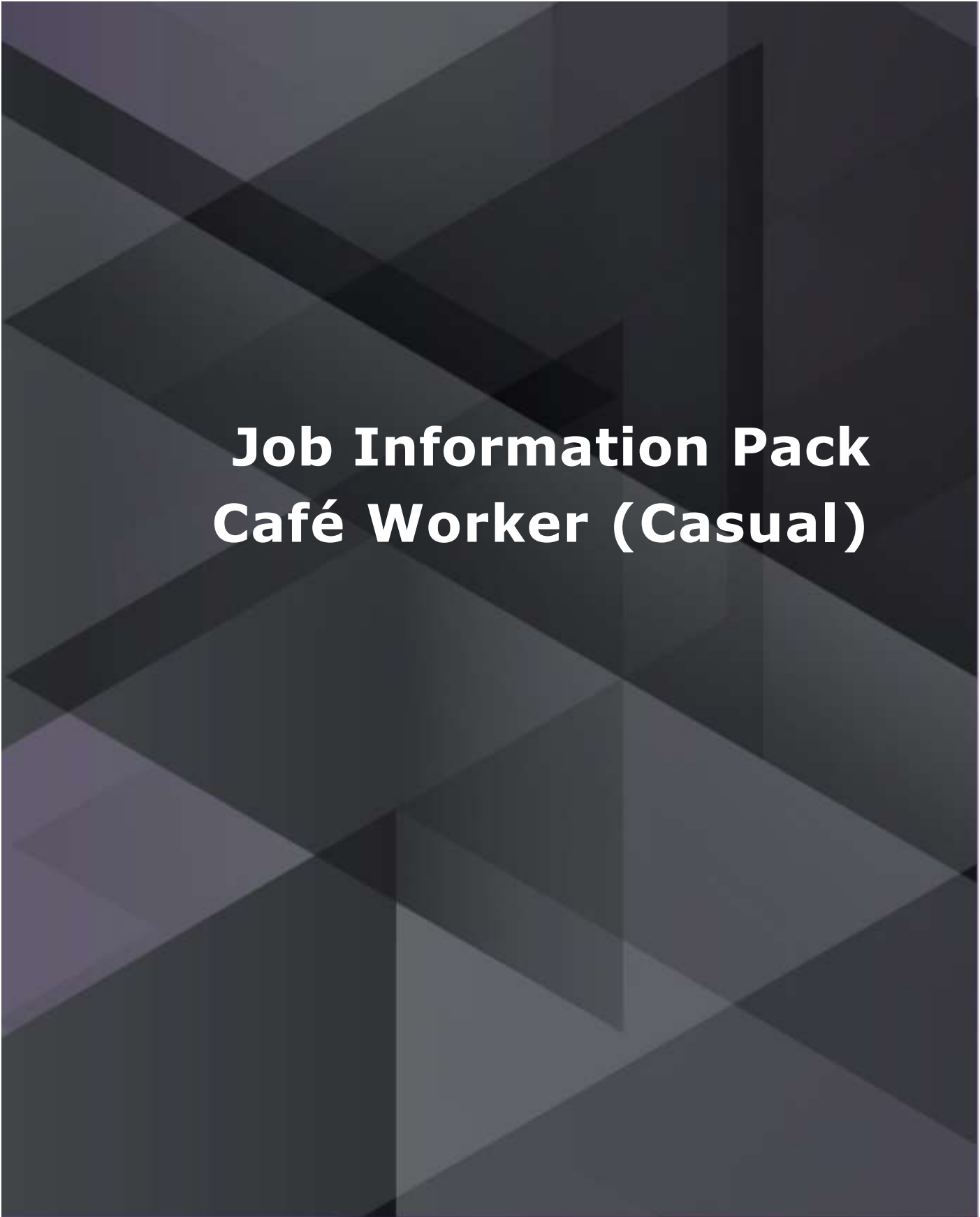


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Job Information Pack Café Worker (Casual)

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Café Team Member

Location: Purplespoon Café at The Great Western Hotel

Reports to: Hospitality Manager

Background

The Purplespoon Cafés in Bridgwater, Taunton and Highbridge are vibrant community hubs that serve delicious, freshly prepared food in welcoming environments. As part of the YMCA Dulverton Group, we are committed to making a positive difference in our local community through quality hospitality and inclusive service. Our cafés have built a strong reputation for excellent food, warm atmosphere, and community engagement, including our popular community meals. We're a passionate team dedicated to both culinary excellence and social impact, and we're looking for friendly, enthusiastic team members who share these values to join us in this important work.

Purpose

The Café Team Member plays a vital role in delivering excellent customer service and supporting the smooth day-to-day operation of our cafés. This bank position offers flexible working hours at our Taunton site, requiring someone who is reliable, adaptable, and genuinely passionate about providing warm, welcoming service. You'll be the face of our café, ensuring every customer has a positive experience whilst maintaining the high standards our community has come to expect. This is an excellent opportunity for someone who wants to make a real difference in a community setting, whether you're starting out in hospitality or looking for flexible work that fits around other commitments.

Main responsibilities

Corporate

- To uphold and promote the values and mission of YMCA Dulverton Group in all aspects of work, ensuring alignment with the organisation's commitment to community service and social impact.
- To maintain knowledge of YMCA Dulverton Group's operating environment.
- To participate in training sessions and team development activities as required.
- To comply with all YMCA Dulverton Group policies and procedures, including safeguarding, health and safety, and equality and diversity.

Operations

- To serve customers to a high standard, ensuring a warm and welcoming experience at all times.
- To take orders accurately and efficiently, ensuring customer needs are met.
- To operate the till system competently and handle cash transactions with accuracy.
- To prepare and serve food and beverages as required, following recipes and presentation standards.
- To maintain cleanliness throughout the café, including washing up, cleaning tables, and general tidying to ensure a hygienic environment.
- To follow food hygiene and health and safety procedures at all times, ensuring compliance with regulations.
- To work flexibly across different shifts and occasionally at other Purplespoon sites when required.
- To support the Hospitality Manager and wider team with daily operations, demonstrating a collaborative approach.
- To work effectively as part of a team to ensure smooth service delivery during busy periods.
- To support the preparation and delivery of community meals and events, contributing to Purplespoon's mission of serving the local community.

General

- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- Any other duties consistent with the responsibilities of the post at the request of the Chief Executive or representative.

Person Specification

Qualifications and Experience

- Previous experience in hospitality, retail, or customer service (Desirable)
- Food Hygiene Level 2 certificate (Desirable – training can be provided)
- Experience working in a café or similar fast-paced environment (Desirable)
- Experience using till systems and handling cash (Desirable)

Knowledge, Skills, Abilities

- Excellent customer service skills with a genuine passion for helping people
- Good communication skills and a friendly, approachable manner
- Ability to work well under pressure in a busy environment
- Strong organisational skills and attention to detail
- Ability to work effectively as part of a team
- Basic numeracy skills for handling transactions
- Reliable and punctual with good time management
- Willingness to learn and develop new skills
- Understanding of food hygiene and health and safety practices (training will be provided)

Personal Qualities

- Commitment to YMCA Dulverton Group's Values
- A positive, can-do attitude and strong work ethic
- Friendly, approachable manner with a good sense of humour
- Professional and reliable
- Passion for community-focused initiatives and social impact
- Flexible and adaptable to changing demands
- Commitment to delivering excellent customer service
- Desire to learn and develop within the role

Other requirements

- May be required to work evening events occasionally
- Willingness to support community meal events and activities
- Have a driving licence and access to a car (Desirable)

Main terms of employment

Salary: National Minimum Wage

Location: Taunton Purplespoon Café

Hours: Flexible working: Flexibility in days and hours to suit both business needs and personal availability

Holidays: 5.6 weeks, pro rata

Pension: On completion of a six month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.