

**Role Description**

**Role:** Community Café Volunteer

**Location:** Cosy Crow Café, Deckham Village Hall

**Hours:** To be agreed between the volunteer and the Activities and Volunteering Coordinator, with consideration given to the volunteer’s availability and the needs of the café.

Currently, we are seeking volunteers to cover the following periods:

* Tuesdays – **10am – 3 pm** (hours to suit volunteer – food prep)
* Wednesdays – **10am – 12pm** (food prep) and/or **12pm – 4pm** (café open)
* Thursdays – **10am – 12 pm** (food prep) and/or **12pm – 4pm** (café open)
* Fridays – **10am – 2 pm** (hours to suit volunteer – food prep)

**Responsible to:** Activities and Volunteering Coordinator

**Role purpose:** The Cosy Crow Café is a community café run by Gateshead Older People’s Assembly. The café is open to the public and operates on a “pay what you can afford” basis. The aim of the café is to provide healthy, delicious, and affordable meals and snacks and to serve as an active social hub for those living in the surrounding areas. In line with the Assembly’s strategic plan, the café also serves to provide meaningful volunteer opportunities and address the issues of malnutrition and loneliness and social isolation amongst older people living in Gateshead.

**Key Tasks:** Café volunteers will be responsible for the day-to-day operation of the café, including:

* Greet visitors in a friendly and welcoming manner.
* Serve food and beverages to visitors.
* Maintain high standards of cleanliness, hygiene, and presentation in the café and kitchen during opening hours.
* Manage and report on cash received.
* Use all kitchen equipment correctly (training will be provided) and report any damaged or faulty equipment to the Activities and Volunteering Coordinator.
* Monitor stock and supply levels and report to the Activities and Volunteering Coordinator.
* Daily set up and set down of the café following established procedures as required.
* Assist in the planning of the weekly menu as required.
* Assist in the preparation and storage of food and beverages as required.
* Be an active and supportive member of the team, working to the best of your ability at all times and treating all café visitors and team members with courtesy.
* Comply fully with all health and safety and food hygiene regulations at all times.

**Desirable qualities** We welcome enquiries from anyone interested in volunteering with us, especially if you are:

* Enthusiastic about working in a community café environment.
* Friendly and approachable with a commitment to providing excellent customer service.
* Presentable with excellent personal hygiene.
* Able to relate to individuals of all ages and backgrounds.
* Willing to undertake appropriate training.
* Honest, reliable, and trustworthy, and able to make a regular commitment to volunteering.
* Prepared to work within all of Gateshead Older People’s Assembly’s policies and procedures.

**For more info:** Please contact Lola McPartland (Activities and Volunteering Coordinator) on 0191 438 1721 or [lola@gatesheadopa.org.uk](mailto:lola@gatesheadopa.org.uk)