

**Job Title: Charity Café Team Member****Location:** Cheshire Dogs Home**Reporting to:** CEO, Home Manager, Assistant Home Managers**Hours:** 32 or 40 hours per week (including weekend working)**Salary:** £13.27

Role Purpose

To support the day-to-day running of the charity café, providing excellent customer service while helping to generate vital income for the charity. The role plays an important part in creating a welcoming, inclusive environment for visitors, supporters, and the local community.

Key Responsibilities

Customer Service:
• Provide a warm, friendly welcome to all visitors • Take food and drink orders efficiently and accurately • Handle customer queries and resolve issues in a professional manner • Create a positive experience that encourages repeat visits and support
Food & Beverage Service:
• Prepare and serve drinks such as milkshakes • Assist with the preparation and serving of light food items, including items such as paninis, jacket potatoes, toasties, homemade soups, ice cream and milkshakes. • Prepare and serve food and beverages in accordance with set recipes, portion controls, and presentation standards. • Ensure food hygiene standards are always maintained
Café Operations:
• Operate tills and handle cash/card transactions accurately, following financial procedures and reconciliation processes. • Maintain cleanliness and organisation of the café, kitchen, and seating areas to the standard of a 5-star food hygiene rating • Follow all café operational procedures and guidelines to ensure consistent service delivery. • Maintain stock control procedures, including deliveries, storage, rotation (FIFO), and reporting low stock or discrepancies. • Work collaboratively with colleagues, following team procedures and management instructions at all times • Follow any reasonable management requests • Opening and closing procedures, such as cleaning and stocking as required, including equipment checks and securing the premises.
Supporting the Charity & Volunteer Coordination:
• Promote the charity's mission, work, and fundraising initiatives



Engage customers in a way that raises awareness and encourages donations
Work alongside volunteers to support the smooth running of the café.
Assist in organising and maintaining a volunteer rota to ensure adequate daily cover.
Coordinate volunteer roles, including allocating responsibilities such as baking, serving, and restocking.
Ensure clear communication of daily tasks and expectations to volunteers.
Support a rota system for volunteers responsible for baking cakes and maintaining stock levels.
Provide guidance and support to volunteers, including those with disabilities, ensuring an inclusive and positive environment.
Adapt tasks where necessary to suit individual abilities while maintaining operational standards.
Promote dignity, respect, and teamwork at all times.
Work with volunteers to ensure display units, vending machines and counters remain replenished.
Ensure baked goods (including volunteer-made items) meet basic food safety and presentation standards. Making sure a full list of ingredients is kept with the items at all times.
Support events, promotions, and community activities linked to the café
Health & Safety:
Follow all food hygiene, health, and safety regulations
Ensure full compliance with food standards agency (FSA) regulations and current food safety legislation
Adhere to Level 2 (or above) Food Hygiene and Safety standards at all times
Maintain excellent personal hygiene, including correct handwashing procedures, clean uniform, and appropriate use of PPE.
Follow all food preparation, storage, and handling procedures in line with HACCP (Hazard Analysis and Critical Control Point) guidelines
Ensure all food is stored, labelled, and rotated correctly (FIFO – First In, First Out)
Monitor and record food temperatures (fridges, freezers, cooked food) to ensure safe limits are maintained
Maintain high standards of cleanliness and sanitation across all kitchens, service, and storage areas
Carry out regular cleaning schedules and ensure all equipment is cleaned and maintained appropriately
Report any hazards, contamination risks, or breaches of food safety procedures immediately to management.
Assist in maintaining the café's food hygiene rating by ensuring standards are consistently met or exceeded.
Support compliance with allergen regulations, ensuring accurate information is available to customers and preventing cross-contamination.
Follow allergen procedures, ensuring accurate communication with customers and preventing cross-contamination.
Report any hazards, incidents, or concerns promptly
Adhere to safeguarding and animal welfare policies where applicable



Person Specification	Essential	Desirable
• Previous café, hospitality, or retail experience		X
• Hold an up-to-date food hygiene certificate		X
• Barista training or experience		X
• Experience working with volunteers or the public		X
• Friendly, approachable, and confident with people	X	
• Strong customer service skills	X	
• Ability to work in a fast-paced environment	X	
• Reliable, punctual, and a good team player	X	
• Ability to work flexibly, covering		
• Basic numeracy and cash handling skills	X	
• Interest in or passion for the charity's cause (e.g. animal welfare)		X

Additional Information

- This role will involve weekend and some bank holiday working
 - Training will be provided, including food hygiene and charity awareness
 - Opportunity to work alongside volunteers and support community engagement
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