

Focus.

Role Description

Team

Café Team – Full and Part Time

Role Context

Focus is a chance for our church Network to spend quality time together; to pitch in as a family, sharing food, receiving and praying for one another, and supporting each other as we grow. Each member of this team plays a vital role in making Focus an extraordinary experience for our church Network.

Role Purpose

Working within the onsite cafés to produce hot beverages and sell other cold drinks and snacks. The role purpose is to provide an excellent café experience throughout the week whilst delivering excellent customer service, Food Hygiene + Safety awareness and being a team player. **Volunteers must arrive on site in time for barista training and briefing on Wednesday 24th July 2024 at 4pm. If you have any queries, please email focus@revitalisetrust.org.**

Work Expectations

- Shifts will be from Thursday 25th to Sunday 28th July 2024 – **training will take place on Wednesday 24th July at 4pm. If you have any queries, please email focus@revitalisetrust.org.**
- Full time shifts will be 6-7 hours per day, Part time shifts will be 4 hours per day. We will try to give you good notice of your rota timings to enable you to participate in the wider Focus programme where possible.
- We are holding a **briefing** for volunteers at **4pm on Wednesday 24th July**. It is **essential** that you attend; you will not be able to fulfil your role if you miss one of these briefings, therefore you will be asked to pay the full Focus ticket price.

Key Responsibilities

Below are some Cafe Team volunteer tasks:

- Interacting with guests and taking orders at the till
- Making teas, coffees, milkshakes and smoothies for guests
- Setting up and packing down at the beginning or end of each shift
- Restocking produce where needed
- Cleaning surfaces regularly and tidying up
- Stewarding the queue at peak times
- Disposing of any used cups or rubbish
- Adhering to your Team Manager briefing and all Health & Safety guidance

Please note that this list is not exhaustive.

Essential Skills

Flexible – The cafes at Focus are always popular and creates a space of socialising, laughter and bustling environment. You may be asked to make coffees, speak with customers, work on the till or restock products. Being able to work in a team is important!

Contactable – We contact the Café Team about any shift changes or updates via phone. Volunteers will need a phone that is fully charged which they are prepared to use and be contacted on whilst onsite. Charging facilities will be provided in the Teams Lounge.

Punctual – The Café Team must arrive promptly to their shifts to ensure the cafés open on time and all the pre-opening prep is completed beforehand. Arriving on time is also a good way to ensure volunteers attend the team briefing and can ask any questions in preparation for the day ahead.

Friendly and Personable – The Café Team will be in constant contact with people at Focus, whether that be guests, volunteers, or staff. To do this role, volunteers should be consistently friendly to those they are in contact with bringing great energy to the role. Your attitude will have a positive impact on the experience of everyone onsite.

Resilient – In this role volunteers may come across difficult and frustrated people. Whilst we do not condone this behaviour, volunteers should not feel pressured to deal with these people themselves, but we ask that good customer service is maintained whilst on shift, linking in with our Event Staff, safeguarding and pastoral teams where necessary.

Responsible – Volunteers in the Café Team should take responsibility for the task they are given, listening carefully to instructions and using their initiative where necessary to complete the task at hand.

Working Environment

- Standing – Most of the tasks will require volunteers to stand for long periods of time.
- Walking – Volunteers may have to walk short distances across the Focus site as part of this role.
- Long days – Full time Cafe Team will work 6-7 hours per day. However, these hours will likely be split into two shifts across the day with some early starts or late finishes – although we will try to ensure you don't have an early start and a late finish on the same day!

Benefits

- Free event ticket (or reduced price event ticket (£110) if working in a part time role)
- Access to the Team lounge
- Daily prayer meeting in the Team lounge
- Meeting new people and networking
- 10% discount applied in all Focus cafés