

## **VOLUNTEER ROLE DESCRIPTION**

### **Café Assistant Volunteer**

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<b>LOCATION:</b>	Carlton Marshes Visitor Centre
<b>HOURS / SHIFTS:</b>	Monday to Sunday, 10.30am – 1.30pm and/or 1.30pm – 4.30pm
<b>TEAM:</b>	Café

#### **OVERALL PURPOSE OF ROLE**

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Suffolk Wildlife Trust is an inspiring and impactful organisation with a compelling vision for our county:

‘A Wilder Suffolk where nature is thriving and abundant, because everyone is doing more to help.’

In the decade to 2030 we are committed to scaling up our activities across the county, to bring nature back to Suffolk. Our aim is for 30% of our county to be connected and well looked after for nature by 2030, so that our species and habitats can recover and thrive – and for 1 in 4 people to be actively helping to achieve this.

As a Café Assistant Volunteer, you will give an excellent quality visitor experience to every customer visiting Carlton Marshes Café. With training, you’ll be able to answer any questions customers bring to you and if you don’t know the answer, find a team member that can help. You’ll enjoy being in a busy environment, often standing for long periods inside the visitor centre and sometimes outside. You’ll be able to motivate yourself and others and have fun whilst working under pressure.

#### **TRAINING REQUIRED FOR THIS ROLE**

##### **(TO BE COMPLETED AT THE START OF THE VOLUNTEERING JOURNEY)**

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In order to comply with UK legislation and requirements, all volunteers are required to complete the following mandatory online training:

- Safeguarding: An Introduction to Children & Adults at Risk
- Food Safety & Hygiene Level 2
- Food Allergy Awareness

In addition, those volunteering in this role will also need to complete:

- Manual Handling
- Health & Safety Essentials
- GDPR Essentials
- Equality, Diversity and Inclusion

## MAIN RESPONSIBILITIES

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Every volunteer role has key areas of focus to support our mission to bring nature back.

1. Committed to providing excellent customer service to all visitors at Carlton Marshes café
2. Ensure café cleanliness and hygiene standards are adhered to by clearing tables, operating the dishwasher and washing up
3. Restocking fridges, freezer and chillers, food displays, crockery, and cutlery.
4. Physically fit, enjoy working in a busy environment and confident in talking with public
5. Be part of the team, and enjoy working as part of a team
6. Be ready to support other members of the team
7. Embrace the culture of the Trust:
  - i) CULTURE OF THE TRUST
    - Work collaboratively with staff and other volunteers, drawing on our individual strengths, to maximise our impact and support each other in achieving the Trust's Mission to bring nature back.
    - Be an internal and external ambassador for Suffolk Wildlife Trust in a friendly, professional, and well-informed manner.
    - A name badge and uniform will be provided in this role.
  - ii) HEALTH & SAFETY & SAFEGUARDING
    - Embed our Health & Safety, Safeguarding and Diverse culture and practises into how we work.

## HOW WE WORK

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This role description explains the core purpose of your role with the Trust. What is equally important is how you do it.

Suffolk Wildlife Trust is a gutsy organisation that seeks to learn from experience and embraces new ideas.

We are driven by our shared passion for nature and support each other to be the best we can. We constantly strive to communicate and collaborate brilliantly, representing the Trust in a welcoming, friendly, professional, and well-informed manner.