

Volunteer Role Profile

Role Title	Volunteer Orangery Café Assistant
Time commitment	Our shifts in the café are usually for 3-4 hours. You can do a regular shift per week or volunteer on an ad hoc basis.
Point of contact	Ginny Toubal ; Volunteer Services Lead, Hospice
Location	Main Hospice building, St. Raphael's Hospice London Road Cheam SUTTON SM3 9DX
Why we need you?	To support our staff in our Orangery Café to prepare food and refreshments to staff, volunteers, patients and visitors
What will I be doing?	<ul style="list-style-type: none"> • Set up front of house food prior to service; • Work both in the preparation area and server counter • Prepare food and cook food; • Serve food to customers ensuring a fast and courteous standard of service is met; • Operate the dishwasher; to clear dirty crockery and store clean crockery; • Undertake cleaning duties in all areas of the café; to handle cash and use till; to stock control.
What makes a good Orangery Café Volunteer	<ul style="list-style-type: none"> • Good interpersonal skills • Food Hygiene Level 2 course available via hospice • Good customer service • Ability to cope under pressure at busier times
Induction and Training	<ul style="list-style-type: none"> • Your induction and training will provide you with an opportunity to get to know the wider team and ensure you are familiar with the role and feel comfortable. • The induction and training will lead straight into your first shift, which will give you a taster of what the role will entail. • Prior to your shift you will be given a guidance document that will provide key information and our volunteer policies and procedures.
What's in it for you?	<ul style="list-style-type: none"> • Lots of FUN & being part of a friendly team • It will allow you to get involved in your local community and meet new friends. • You will gain valuable experience such as: team work, communication and using your initiative. • Boost your confidence and your CV for future jobs – we will provide you with a reference.

	<ul style="list-style-type: none">• We will reimburse reasonable out of pocket travel and parking expenses• Provide lunch and other refreshments• Provide a unique volunteer T-shirt
What to do if you are interested	<p>Please complete the online application form. If you are successful the volunteer lead will contact you for an informal discussion.</p> <p>If you have any further questions, please email ginnytoubal@straphaels.org.uk</p> <p>We look forward to hearing from you!</p>