

recruitment information pack  
Café Assistant

## the bridge charity

### **who we are:**

The Bridge is a health, fitness and wellbeing charity. We have been based in Southwark since 2012, and have been supporting women's health and wellbeing since 1932.

Our work began in the 1920s when a group of radical, outward looking women set out to form an organisation aiming to promote the intellectual, physical, spiritual, moral and social interests and needs of its members.

Today, our charitable work provides women with the opportunities to improve and have autonomy over their health and health and wellbeing.

### **our mission:**

Working to reduce inequalities in health and wellbeing by supporting women to make positive life choices.

### **our vision:**

A world where women are empowered to live positive, healthy lives.

## benefits overview

### **some of the benefits at The Bridge include:**

- generous annual leave entitlement
- pension scheme
- free use of our gym and wellbeing classes (women-only)
- café discounts
- better bankside membership – buzz discount card to local shops and restaurants, access to a range of free seminars and events
- Bupa cash plan scheme
- seasonal ticket loan
- cycle to work scheme

## job description

### the basics:

job title	department
Café Assistant	Café
salary	reports to
£13.15 per hour (London living wage)	Head of Community Café
hours	annual leave entitlement
10 hours per week	28* days + Bank Holidays* (pro rata entitlement based on a 5 day working week)

### about our café:

"The Bridge Social" is a vegetarian cafe and event space, that is inclusive of all people and all budgets. The café is a space that supports the rest of the Charity's activities where we are also looking to deliver safe and holistic workshops, discussions and events/introducing and supporting new and diverse voices.

The café is open Monday to Friday from 8.00am to 5.00pm, except bank holidays.

The café host regular evening and weekend events.

### the main purpose of the role:

To help in the smooth day to day running of the café and maintain consistently high standards of presentation and customer service.

The café assistant is required to work on:

Monday 9.00am to 2.30pm (including 30 minutes break)

Friday 9.00am to 2.30pm (including 30 minutes break)

Optional hours: As we host evening and weekend events, there will be the opportunity to work more hours.

## job description and key responsibilities:

Assist with the day to day running of the café, including:

- Make and serve great coffee and other hot/cold drinks;
- Interact with both new and regular customers, including charity project participants, at every opportunity to cultivate a positive atmosphere and encourage people to come back;
- Take orders and accurately entering them into the Epos system
- Ensure all areas are kept clean and tidy throughout the operating hours;
- Deliver the onsite room hire catering;
- Work as an integral part of the team, supporting front of house;
- Undertake regular cleaning of the café to high standards, maintaining excellent levels of hygiene;
- Support back of house with dish washing;

General:

- Contribute to a positive team environment and develop positive relations with staff from all departments and support their work as appropriate;
- Attend relevant meetings and complete training;
- Adhere to and promote the values and goals of the Charity;
- Uphold best practice on boundaries and safeguarding procedures to ensure the safety and support of charity project participants and staff;
- You will have access to confidential information and must have a commitment to GDPR best practice and confidentiality;
- Undertake any other duties relating to the effective delivery of this role.

## person specification:

All of the below skills, experience, attributes and qualities will be reviewed through your application and, if selected, through your verbal interview.

skills/knowledge/experience	essential/desirable
customer service experience	essential
excellent communication skills	essential
previous experience in hospitality industry	essential
knowledge of food health & safety	desirable
barista trained	desirable
passionate to work in the charity sector	essential

attributes and qualities	essential/desirable
ability to relate to people in a professional but helpful and friendly manner	essential
a commitment to EDI and equality of opportunity	essential
team working	essential
customer care	essential

We welcome and encourage applicants from a diverse range of backgrounds. No matter your ethnicity, nationality, gender, sexual orientation, age, disability, culture, or identity, we recruit based on talent and potential.