# Job Description – Youth Café Volunteer Co-ordinator

**Role Profile**  Operational Band G

**Service/Team** Early Help

**Reports to** Team Manager

**Responsible for** Young Volunteers

**Number of posts** 1

**Post number** 112630

**Career Grade** n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** providing a cost effective, high quality and customer orientated volunteering led catering provision.

**Job Overview**

Oversee the day-to-day delivery and compliance of two catering outlets (one on site and one mobile), mentoring and training young volunteers at these outlets to provide them with transferable skills to increase their work readiness.

## Key Responsibilities

Deliver and supervise the efficient and consistent preparation, cooking, presentation and serving of high-quality food and drink in accordance with Food Safety and Food Specification Standards.

To supervise, train and support young people volunteering at Café outlets to perform their duties safely and in accordance with all safety legislation.

To drive the mobile youth café vehicle and operate this in community locations with young volunteers and Targeted Adolescent Support staff members.

Maintain catering equipment in accordance with the daily and weekly schedules. Report any faulty equipment or concerns to Targeted Adolescent Support Management Team.

Assist in monitoring and controlling of stock through clearly identified systems.

Oversee the collection of income at the outlets, including float holding, card payments, control and reconciliation of income and related administrative duties.

Maintain and update accurate H&S documentation, practices and procedures relating to all catering and retail services: including stock taking, Food hygiene Regulations, Control of Substances Hazardous to Health (COSHH), Waste and Hazard Analysis Critical Control Point (HACCP)

## Specific Qualifications and Experience

## Experience of working with young people in a mentoring or guiding capacity (or similar)

NVQ Level 3 in Hospitality Supervision & Leadership (or equivalent experience)

Food Hygiene Level 2 certification (or equivalent)

Cash and card transaction experience within a business environment

At least 1 year of previous experience in a busy catering environment in a supervisory capacity

## Personal Qualities & Attributes

Flexible, reliable, enthusiastic, team player, focused on delivering excellent customer service.

Ability to mentor young volunteers and support them to deliver a high-quality service to customers

Ability to maintain a calm and patient approach in a customer facing environment

Good literacy and numeracy skills

Ability to prioritise workloads

Ability to work unsupervised and on own initiative

## Job Requirements

Full clean driving license with a minimum of 3 years driving experience

Hold a First Aid in the Workplace qualification (or secure certification within 3 months of employment)

Must be willing to work on evenings and weekends

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.