

## Role – Bistro Assistant

Arthur Rank Hospice is committed to inclusivity, respect, fairness, engagement and equality of opportunity for our patients and their families, our staff and trustees, our volunteers and our supporters. We value the strength that comes with difference and the positive contribution that diversity brings to our community.

Would you like to apply for this role?

Go to <https://www.arhc.org.uk/join-us/volunteer-opportunities/>, click 'Apply Now'

**Aim:** To assist the Bistro team by providing a welcoming and pleasant atmosphere to our customers. Serving food and supporting with the till.

**Reporting to:** Front of House

**Shifts:**

Monday to Friday: 10 am - 2 pm; 11:30 am – 2 pm; 12:30 pm -3 pm; and 4 pm – 6 pm

Saturday: 10 am -2 pm; 11:30 am - 2:30 pm

Sunday: 11:30 am – 2 pm; 12:30 pm – 3 pm

**Will this role require a DBS check?** No

**Is there a minimum age requirement for this role?** Age 17

### About the Bistro

The Bistro prides itself on delivering a freshly prepared and home cooked menu of delicious items. You can expect a friendly welcome in this bright and airy space, where you can enjoy meeting friends over lunch, or a coffee and cake. Everyone is welcome! The Bistro is open to the public and prepares food for patients too, so everyone can be treated to fresh, home-cooked food. Please be aware that we welcome dogs in our Bistro.



### **Main Responsibilities**

- To provide a warm and welcoming atmosphere for our customers
- Assisting the bistro team in day to day running of the bistro
- Serving customers promptly, courteously and with a smile
- To ensure the tables and surrounding area are clean and tidy
- Able to take orders, operate the till and handle the money
- Learn to prepare drinks and food as required
- Able to undertake serving food and drinks
- To undertake any other tasks as requested or appropriate with nature of the role

### **General Responsibilities**

- Telephone the Centre as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged.
- Maintain strict confidentiality at all times
- To support the Charity in its aims and missions
- Attend or contribute to volunteer meetings whenever possible
- To adhere to the Volunteer policies and procedures set out in your training and induction

### **Benefits of volunteering in this role**

- An opportunity to make a difference and support your local community
- Develop new skills and experiences to add to your CV or University application
- An opportunity to be part of a professional team and contribute to a very worthwhile cause
- Training and induction relevant to the role
- Reasonable out of pocket expenses will be reimbursed

### **Person Specification**

<b>Applicable to all roles</b>	<b>Role Specific</b>
To be non-judgemental, kind and compassionate in all your interactions	Able to make drinks once trained on the machine
To ensure you maintain confidentiality	Happy to use a till once trained
To adhere to the boundaries of a volunteer role	Comfortable to work proactively
To be proactive in seeking support or supervision when needed	Happy to listen to instruction – there's lots of guidelines to remember in a kitchen setting!

### **What our staff say about this role**

'This is a lovely role which provides you with the opportunity to assist patients, relatives, visitors, the public, staff and other volunteers! In this role you will volunteer alongside staff and volunteers as part of a close-knit team. The role is varied and interesting and is great for someone who wants to stay busy! By providing this service you raise vital funds for the Hospice as well as cater for those who use our services'

### **What our volunteers say about this role**

I enjoy this role because...

'every shift that I do is different but there is always delicious food, wonderful people to interact with and a caring atmosphere.'

'I love to meet new people and serve them the amazing food and see them relax in the warm atmosphere created in The Bistro.'

If you're interested in this role, please email or phone our Volunteer Team at:

[volunteer@arhc.org.uk](mailto:volunteer@arhc.org.uk) , 01223 675872

