



Community Café Assistant & Trainee Mentor

Organisation: The Feed

Location: Prince of Wales Road, Norwich

Reporting to: Catering Enterprise Manager

Contract Type: 6 month contract, with the potential to go permanent.

Salary: £9.00 per hour

Hours: 7 a.m. – 3 p.m. Monday – Friday

Closing Date: 4th August 2019

Overall purpose:

Our community café located on Prince of Wales Road is also home to The Feed Academy and our offices. In the community café we:

- Sell great coffee and food to the public, all profits going to support our charitable aims.
- Provide training and work experience as part of The Feed Academy. Most Trainees have faced homelessness and may have mental health issues, substance misuse history or be ex-offenders. They will all be trying to change their lives for the better and work experience is a way we can help them get closer to achieving employment.
- Raise the profile of The Feed and challenge public perception about what homeless people can achieve.

Our community café opened in November 2018 and custom has built steadily. We are looking to recruit a Café Assistant/Trainee Mentor to run the café on a day to day basis and to coordinate and provide work experience for our trainees. As Café Assistant/Trainee Mentor you will need to know how to make great coffee and serve food to our customers and be confident with the daily operation of the café. More importantly you will be inspiring our Trainees and teaching them in areas including:

- Confidence
- Customer service



Community Café Assistant & Trainee Mentor

- Hot beverage (including coffee) making
- Cash handling
- Food handling (including hygiene and safety)
- Basic skills in terms of presenting themselves for work, punctuality and communication skills

Work experience runs for 4 weeks after Trainees have completed the 4 week course at The Feed, The Café Assistant/Trainee Mentor will coordinate the work experience placements of up to 8 Trainees over the 4 week period in both the café and the prep kitchen. You and the Chef will then be working with them to a carefully managed programme.

This is a client-facing role, working with new and existing clients, so it would be advantageous if you had experience working with people who have faced barriers to employment which could include, for example, homelessness, offending history, addiction issues or mental health challenges.

However, you must also love the fun of working in the café and selling to the public. Ideally you will also love making good coffee.

Fundamentally you will be committed to Norwich becoming a city where homelessness and long-term unemployment become a thing of the past.

Principal tasks and activities

- To provide first class customer service, sell food and be the face of The Feed.
- To mentor and train our Trainees
- To open and close the café, prepare food (hot breakfasts, sandwiches and jacket potatoes)
- To serve great quality hot drinks (using a coffee machine) and really care about making good tea and coffee
- To keep records and maintain our five star food hygiene rating



Community Café Assistant & Trainee Mentor

- You will have a commitment to The Feed brand, working with our Communications and Marketing Officer to provide stories for our social media and running promotions and campaigns in the café as directed by our communications and marketing strategies.
- Increase the profitability of the café by achieving sales targets and running promotions to increase interest in the café.
- Provide employment advice and signpost to other support available.
- Liaise with our Kitchen and Catering Enterprise Manager regarding food orders and deliveries
- Liaise with our Support Worker and help our Trainees achieve their individually tailored support plans; working together with trainees to identify specific and measurable goals.

Person specification

Essential

- Amazing customer service skills and ability to inspire and motivate our Trainees
- Experience of working in a café, retail, market stall or similar environment
- Excellent communication skills and ability to sell to the public
- A thorough knowledge of open and close procedures and an ability to maintain records for Food Safety purposes
- Good cash handling/finance skills
- Ability to create and maintain good working relationships with colleagues
- To have a thorough knowledge of professional boundaries
- Passion for good food and drink

Desirable

- Experience of working with a diverse and challenging client base which may include perpetrators of violence, sex offenders and other anti-social behaviour or people
- Experience of providing support or training with drug, alcohol or mental health problems
- Food Hygiene level 2 and ability to achieve level 3



Community Café Assistant & Trainee Mentor

- Experience of mentoring or coaching
- Experience in delivering IAG (Information, Advice and Guidance) around employment, training, education and volunteering
- Knowledge of confidentiality, data protection and safeguarding policies.

DBS Category:

- Enhanced with barred list.

About The Feed

The Feed is a social enterprise with a mission to work with communities to develop long term solutions to poverty, hunger and homelessness.

We are based in Norwich and previously provided our support services under the name LEAP.

We also run a catering business, a café in Norwich and other social enterprises as a way to create work experience opportunities for our clients.

Values

Our shared values are important to us. We will ...

- Be focused

We will keep things simple. We will concentrate on doing a few things really well and communicating clearly

- Be energetic

We are committed, dedicated, determined, purposeful and fun. We will not give up on achieving our vision and mission.

- Be creative

We dream big and learn from trying new things. We collaborate with other organisations who share our goals, locally and from further away. We are aspirational and inspire the people we work with to aim high.

- Make people proud

We take pride in our work and our products and want to be known for being the best. We celebrate our successes



Community Café Assistant & Trainee Mentor

- Treat people well

We always prioritise equality and gain strength from diversity.

- Improve our environment

We seek to improve local communities where we work and to make a positive impact on the environment.

How to Apply

Please send your CV and covering letter to gemma@thefeed.org.uk

Closing Date: 4th August 2019

www.thefeed.org.uk

01603 850 447

78-80 Prince of Wales Road, Norwich NR1 1NJ