

Job Description

Job title: Community Café Assistant

Base: The Brain Charity, Norton Street, Liverpool, L3 8LR

Responsible to: The Head of Business Operations

Hours: 37.5 Hours per week (to be worked flexibly over 7 days to meet the requirements of evening and weekend meeting room hire bookings)

Salary: £25,695.00

Start Date: Feb 2025

Background to The Brain Charity

Life for any of us can change in an instant. Experiencing a road traffic accident, a major stroke or being diagnosed with dementia can happen completely unexpectedly and can change our lives forever.

There are hundreds of different neurological conditions including stroke, brain tumour, brain injury, Alzheimer's and many rarer ones too.

The Brain Charity offers emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers.

Summary of role description:

The Brain Food Café is the central hub of The Brain Charity's centre, and a focal point for our close community.

Many clients visiting The Brain Charity to access our other services enjoy spending time in the café, which is also fully open to the public. Others volunteer here as a way to develop new skills and gain confidence.

As a Community Café Assistant at The Brain Charity's Brain Food Café, you will support the day-to-day operations, ensuring the café remains a welcoming space for clients, many of whom are affected by neurological conditions. You will assist with stock management, uphold high food hygiene standards, and contribute to delivering an excellent customer experience.

Key Areas of Responsibility

Café

- Prepare and serve food and drinks that align with The Brain Charity's quality standards.
- Provide friendly and professional service to all café users, ensuring they feel welcome.
 - Regularly check for risks and keep records to make sure the café follows food safety and health rules.
- Complete daily cleaning schedules and log equipment temperature checks to ensure a safe and clean environment.
- Support in monitoring and maintaining stock levels, place orders for café supplies, and check deliveries to ensure accuracy.
- Handle cash transactions accurately and reconcile the till at the end of the day.
- Follow opening and closing procedures to ensure the café is safe, secure, and ready for daily operations.

Room Hire & Activities

- Support the set-up of meeting rooms according to booking requirements.
- Provide catering services for both internal and external room bookings as needed.
- Support the Social Connector in organising activities within designated rooms and coordinating catering services for these events.

Events

- Assist with the coordination of all internal events held at the centre.
- Support event setup and organise in-house or external catering, depending on the events requirement.

Other

- Follow The Brain Charity's policies and procedures at all times.
- Actively support promotional and fundraising events for The Brain Charity, attending at least one fundraising or client-focused event annually.
- Assist and support volunteers within the team as and when required.
- Carry out any other reasonable tasks which may be required by the charity from time to time.
- Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.

Working Conditions:

This role primarily involves indoor work within a busy café setting. Work can be varied and unpredictable, some of the specific working conditions are:

- **Physical Environment:** Primarily indoor work in a café setting, with occasional exposure to hot/cold temperatures due to seasonal changes and equipment use.
- **Physical Requirements:** Requires regular standing, walking, bending, lifting, and reaching.
- **Exposure to Hazards:** Limited exposure to hot equipment, cleaning chemicals, and sharp utensils. PPE is provided.
- **Room Hire Support:** Involves moving furniture and equipment, sometimes requiring heavy lifting.
- **Irregular Hours:** Flexibility will be required, especially during events and room hire bookings.
- **Customer Interaction:** High levels of public interaction, requiring strong customer service skills and the ability to manage stress in a busy environment

Person Specification

| Area | Detail of requirements | Essential / Desirable |
|---------------------|---|-----------------------|
| Qualifications | Educated to CSE/GCSE level or relevant vocational qualifications | E |
| | Customer service qualification | D |
| | Food hygiene or catering qualification | D |
| Skills & Abilities | Strong communication and people skills. | E |
| | Good I.T. skills. | E |
| | Excellent organisational skills | D |
| Personal attributes | Confident and outgoing | E |
| | Ability to communicate with people from a wide range of backgrounds and with a wide range of abilities. | E |
| | Personable and empathic. | E |
| | Willingness to work outside normal office hours. | E |
| | Well presented | E |

| | | |
|------------------------|---|---|
| Knowledge & Experience | Experience in a similar role e.g. café, waitressing, bar work, restaurant work, catering. | E |
| | Experience of working with people who have a disability and/or a neurological condition or other vulnerable adults. | D |
| | Experience of organising events | D |
| | Experience of working with volunteers | D |
| Other | Satisfactory completion of an enhanced DBS Check | E |
| | Commitment to the Mission and Values of The Brain Charity | E |

Our mission & values

Our mission

Our Mission is to enable all those affected by neurological conditions to live longer, healthier, happier lives in an inclusive and fair society – a world where stigma, hardship and isolation are replaced by compassion, understanding and opportunity.

Our values

The Brain Charity strives to apply the following values in its work:

Kindness

We genuinely welcome everyone to our charity and believe that each person has a unique talent and the ability to make the world a better place.

Commitment

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

Authenticity

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and passion delivered within our services.

Courage

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

Optimism

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.