

Job Description

Role: Cafe Assistant

Hours: 18 hours per week 9:00am to 3pm Monday, Tuesday and Thursday. Hours to be reviewed periodically as the role progresses.

Holiday: 4 weeks plus public/bank Holidays (pro rata)

Salary: Minimum Wage

Location: 20 Hornbeam Road, Lancaster LA1 5TQ

Reports to: Operations Manager

About Us

The Neuro DropIn Centre is a welcoming community hub that supports individuals and families affected by neurological conditions. Our on-site café plays an important role in creating a warm, inclusive, and friendly space for everyone who visits. We are now looking for a friendly and enthusiastic Café Assistant to join our team.

Job Summary

As a Café Assistant at the Neuro DropIn Centre, you will be one of the welcoming faces of our charity, helping to create a positive and supportive atmosphere for service users, visitors, and staff. Working closely with the Café Supervisor and wider team, you will take food and drink orders, prepare barista-style coffees, and deliver excellent customer service.

Key Responsibilities

- Greet and serve customers in a friendly and professional manner
- Prepare a range of hot and cold drinks, including barista-style coffees
- Take food and drink orders accurately and efficiently
- Handle payments and operate the till
- Support the Café Supervisor with daily operations
- Maintain cleanliness and high hygiene standards
- Follow health and safety guidelines at all times
- Help create a welcoming and inclusive environment for all visitors

About You

- Previous experience in a café or hospitality role is desirable but not essential
- Confident in making barista-style coffees, or willing to learn
- A friendly, positive attitude with strong teamwork skills
- Comfortable interacting with people from all walks of life
- Reliable, punctual, and able to work well under pressure

- Passionate about supporting the mission of a community charity

What We Offer

- A supportive and inclusive workplace
- On-the-job training and development
- The opportunity to make a meaningful difference in people's lives

General Duties and Responsibilities

All employees are required to abide to the:

- Health and Safety at Work Act
- To complete mandatory training via e-learning
- Ensure that they always comply with Neuro DropIn policies and procedures.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to our members and their families.

Strict confidentiality applying to all aspects of Charity business must be always observed.

1. Confidentiality

All Neuro DropIn staff are responsible for ensuring the confidentiality of any information relating to members/service users, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in Neuro DropIn's confidentiality will be dealt with by Disciplinary Procedure and may result in dismissal.

2. Health and Safety

All Neuro DropIn staff are responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

All Neuro DropIn staff are responsible for ensuring that any external interests they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for Neuro DropIn and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the Neuro DropIn staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Neuro DropIn to achieve its corporate goals and objectives.

6. Safeguarding

All Neuro DropIn staff are responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from the Operations Manager if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during employment. This should include any motoring convictions. Any change in circumstance must be reported immediately to the Operations Manager so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e., not to discriminate against members of staff, members/service users, volunteers, supporters, contractors, and any visitors to Neuro DropIn.

9. Volunteers

The role of volunteers is integral with the work of Neuro DropIn, and paid staff are required to underpin this in their attitude and actions