

Thames hospice

Cafe Assistant - Superstore

Volunteer Role Description

Location: Thames Hospice Superstore - Richfield Avenue, Caversham, Reading RG1 8EQ

Hours: 10:00am – 2:00pm, 12:00am – 4:00pm

Length of commitment: Ongoing

Volunteer Manager: Superstore Manager

Our Superstore is open to the public selling fashion, furniture, Homeware and electrical items. We have an upcycling studio on site, alongside a Repair shed, Haberdashery department and tailoring service. Our café is open daily. A Distribution Centre is based at the same location and operates as the Hub for our local shops. Collection and Delivery of furniture is coordinated via the Superstore Bookings line. Donated furniture arrives daily.

Purpose of Role

To help Thames Hospice generate the income to provide services and care to patients with life limiting illness and to support their families and carers.

To provide a professional, friendly and appropriate service to all customers in the café.

To support, where needed across the Superstore site.

Main Tasks

- Providing a high standard of customer service to visitors to the café/shop
- Assisting and helping customers with their purchases
- Serving customers with hot and cold beverages and food
- Following exceptional hygiene and food safety standards
- Operating the till and dealing with various types of payment
- Maintain a clean and safe working environment, wiping tables and work surface as required

Training and Support

- We will provide the training you need to feel confident in the role
- The shop manager and other employees will be available give advice and assist you, as well as other experienced volunteers in the team
- You will receive annual mandatory Health and Safety training
- Food Hygiene training (mandatory)

Knowledge, Skills and Abilities Required

- To be interested in the work of Thames Hospice
- Good communication and interpersonal skills
- The ability to get along with people and work as part of a team
- Basic numeracy skills

Thames Hospice, Windsor Road, Bray, SL6 2DN
Call 01753 842121

www.thameshospice.org.uk    

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Call to Action

- Email volunteers@thameshospice.org.uk to register your interest and your availability

Thames Hospice Values

Compassion, Ambition, Respect, Excellence

Thames hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

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