

Café Assistant

Job Pack

Blackthorn Trust is a charity in Maidstone. We are looking for an enthusiastic, 'can do' person to join the small team based in our community hub.

This is a newly created role that will play a key part in helping the catering team to deliver excellent food and service whilst supporting our service users.

Who you are:

- You must have a passion for making a difference and have an interest in working in a busy catering / café environment.
- You will be excellent at supporting others to get the job done and will be able to use your own initiative to spot what needs doing.
- Catering experience is not essential as training will be provided.
- As a mental health charity we are working with service users on a daily basis so you will need to be friendly and approachable and able to join the team in creating a supportive environment.

The role specifics:

- **Job Type:** Fixed term contract, initially for 1 year.
- **Hours:** Part time, 25 hours per week - Monday to Friday, 10am - 3pm. We are happy to consider a flexible working pattern.
- **Salary:** £12.21 per hour.

Person Specification

Studies indicate that women and people from ethnically diverse heritage are less likely to apply for jobs unless they meet every single criteria. If you're excited about this role but your past experience doesn't perfectly fit our core criteria, please do not be discouraged from applying. We are keen to recruit the right person for the role and welcome applications from those who may be open to learning new skills.

How to apply for the role of Café Assistant:

We are very interested in hearing from anyone who feels they have the qualities to make a difference.

Closing date for applications is 21st May 2025 (we may close the application window earlier if we have a high level of applications). Please send your completed application form to sue.shaw@blackthorn.org.uk

We aspire to remove barriers and be open to all. We fully support access to work applications. To submit applications in an alternative format, or to request information in an alternative format please email: sue.shaw@blackthorn.org.uk

You must be eligible to work in the UK – Blackthorn Trust is not a Sponsoring Organisation.

Job Description: Café Assistant

Responsible to: Community Hub Manager

Hours: 25 hours per week - Monday to Friday, 10am - 3pm

This is a key role, working as part of our café team to deliver fantastic food, service and support to our service users, volunteers and customers. You will help to run a safe, clean and efficient kitchen and café.

Job Purpose:

- To co-ordinate the Blackthorn Café.
- To support service users within the café / kitchen workshop.
- To help induct new café volunteers.

Key Responsibilities and Tasks:

- Provide first class customer service and ensure all areas are presented to a high standard.
- Co-ordinate the café as a workshop for service users with support from the café team and volunteers.
- Help with the induction and training of new café volunteers.
- Order stock and cleaning materials as required and oversee laundry.
- Oversee the use of the till.
- Carry out the annual stocktake.
- Attend café / kitchen team meetings and actively participate in discussions.
- Attend meetings with Line Manager and attend occasional training and development days.
- Work within Blackthorn Trust policies.

Benefits:

We offer a number of benefits including the following.

- **Pay:** we offer competitive salaries with annual reviews.
- **Pension:** we offer employer contributions of 3% and employee contributions of 5%.
- **Holiday:** our staff enjoy 25 days of annual leave plus Bank Holidays.
- **Sick pay:** we offer a generous sick pay scheme which grows as you remain with the team - after 3 years we offer 3 months full pay + 3 months half pay in any 12-month rolling period.
- **Flexible working:** we offer flexible working hours and will discuss what works for you and the organisation.