

Information for Applicants

Job title: Volunteer Café Assistant

Hours: On agreement.

Location

- Carlisle, People First Conference Centre and People First Café
- You will be expected to travel around all PF offices and areas of work as required

Driving

- A current driving licence and access to own transport is desirable for this role.
- This post requires you to have the appropriate 'business use' insurance in place as occasional business use of your car is required to carry out tasks, such as (but not limited to) the following:
 - travel to customer or business meetings
 - running business errands during the day
 - travel between different People First business sites
 - transporting colleagues, volunteers and learners between different business sites and other events/activities as needed.
 - making deliveries or collections
 - carrying extra equipment

Who we are

People First Independent Advocacy is a registered charity and company limited by guarantee, providing a wide range of support and information services across the North of England, aimed at helping people to live informed, respected, healthy and fulfilled lives. We have been delivering services for 30 years and have a deep understanding of our communities and the unique challenges they bring. We also deliver People First Services, a registered charity, the object of which is the relief of people with a learning difficulty. Our Head Office is based in Carlisle, supported by offices in Barrow and Leyland.



The Department

People First Business Team and Education Research and Inclusion Team work together to provide services in both The People First Conference Centre and the People First Café. These services are rooted in the Hospitality Industry and provide real life work experience for people with Learning Disabilities and/or Autism. The departments have successfully been running the Hospitality Academy in the People First Conference Centre for 3 years and have now expanded to the People First Café in in the Northern Centre for Cancer Care based in The Cumberland Infirmary. This expansion allows us to progress learners from the Hospitality Academy to the Café with a possibility of securing paid part time employment there.

The Role -

An opportunity has arisen for a team of volunteers to assist with the day to day running of our innovative offer of The People First Café. The main purpose of this role is to assist the Team Leader in the day to day running of the café and assist with deliveries or fresh ready to eat food made at the People First Conference Centre in Carlisle.

Duties will include (these can be separate based on an individual role):

- Working as a café assistant, serving customers keeping areas clean and tidy to the required food safety standards, making drinks, using the till plus supporting people with learning disabilities and/or Autism in this role too.
- Working as a kitchen assistant, supporting learners to prepare food, keeping the kitchen clean and tidy to the required food safety standards.
- Driving our delivery van between our Riverbank Kitchen and The People First Café
- Travel and work outside normal office hours

Other Duties

The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas. Due to the developing nature of our organisation, we require staff to remain highly flexible in their approach, and work to meet the changing needs of the projects.

The Person

Skills, Knowledge and Experience:

- Excellent communication skills and ability to work well with others
- Commitment to equality and diversity with capacity to work with a diverse range of people
- Enthusiasm and energy – a ‘can do’ attitude
- An understanding of the needs and issues faced by people accessing health and social care services
- Positive attitude to a fast-paced working environment where tasks and systems need to be developed and updated on a regular and ongoing basis
- Creative, flexible and enthusiastic approach
- Commitment to valuing diversity and equal opportunities



- Commitment to providing a high-quality service centred on the needs of individuals who are vulnerable and disadvantaged

The Appointment

Applications should include:

- completed application forms A & B
- the supporting information should be no longer than 2 sides of A4

People First is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo a DBS check and any other safeguarding checks as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks.

One referee should be the applicant's current or most recent employer. Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process; however, we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

All candidates invited to interview must bring documents confirming any educational and professional qualifications referred to in their application form. Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body. Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

All candidates invited to interview must also bring with them:

- A current passport (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
- Driving Licence – photocard
- Official documentation evidencing your current address (e.g. utility bill, bank statement)
- Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked:

Confidential – Volunteer Café Assistant

And emailed to recruitment@wearepeoplefirst.co.uk for the attention of Mr Barry Munro-Berry