



JOB DESCRIPTION

Job Title: Café Assistant

Responsible to: Café Supervisor / Centre Manager

Operational Area: West of England

Location: The Vench Corner, Lockleaze, Bristol

Date: June 2026

Last autumn Groundwork South opened a new community café alongside Lockleaze Youth and Play Space (the Vench), a much-loved adventure playground and community centre in the heart of Lockleaze in north Bristol. For 50 years we've been inspiring imaginative play in a safe, supportive and fun environment to help children and young people learn and grow. The Vench Corner Café extends our offer to the community, providing tasty and affordable food and drink, as well as a warm welcome to all who visit. With the summer season bringing more customers and extended opening hours, we are looking for an enthusiastic and proactive Café Assistant to join our Vench Corner team.

JOB SUMMARY

The Café Assistant will support the daily running of a small community café, ensuring a warm, inclusive environment for customers. You will be responsible for preparing and serving hot and cold drinks, cakes and light meals, maintaining high standards of cleanliness and food hygiene, and providing excellent customer service. You will work closely with the Café Supervisor, volunteers, and other staff to ensure the café operates smoothly and reflects the values of The Vench and meets the needs of the community.

MAIN DUTIES

KEY AREA: FRONT OF HOUSE

- Prepare and serve hot and cold drinks, cakes, toasties, jacket potatoes and other light meals.
- Operate the coffee machine and other equipment safely and efficiently.

- Deliver a friendly, welcoming customer service to all café visitors.
- Keep the service and seating areas clean, tidy, and inviting.
- Follow food hygiene, allergen, and safety procedures at all times.
- Restock fridges, displays, and condiments as needed.

KEY AREA: BACK OFFICE SUPPORT

- Assist with basic stock checks and inform the Café Supervisor of low supplies.
- Receive and store deliveries appropriately following rotation systems.
- Assist with opening and closing procedures, including cleaning tasks and simple record keeping.

KEY AREA: CUSTOMER SERVICE

- Ensure all customers feel welcome and valued.
- Deliver a friendly, inclusive, and helpful service to all visitors.
- Handle payments using the EPOS system.
- Help resolve any minor complaints or queries and escalate as appropriate.

KEY AREA: TEAMWORK

- Work cooperatively with colleagues, volunteers, and the Café Supervisor.
- Provide a helpful and supportive environment for trainees and volunteers.
- Participate in regular team briefings and training sessions.

KEY AREA: HEALTH & SAFETY

- Follow health, safety, and hygiene procedures, including cleaning schedules and COSHH requirements.
- Ensure the safe handling of food and report any incidents or near misses to the Supervisor.
- Maintain appropriate cleanliness and sanitation of workspaces and equipment.

KEY AREA: SAFEGUARDING

- Follow safeguarding procedures when working in an environment where children or vulnerable adults may be present.
- Report any concerns promptly to the Designated Safeguarding Officer

Additional Responsibilities

- Comply with all Groundwork South policies and procedures.
- Engage in Continuous Professional Development (CPD) and complete any required training.

GROUNDWORK SOUTH VALUES

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work

across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values.

- Passion
- Commitment
- Empathy
- Professionalism
- Innovation

PERSON SPECIFICATION

Factor	Criteria	Essential	Desirable
Knowledge	Basic understanding of food hygiene and allergen awareness	X	
	Awareness of customer service best practices	X	
Experience	Experience working in a café, hospitality, or customer-facing role		X
	Experience using a coffee machine or similar equipment		X
Skills and abilities	Good communication and interpersonal skills, with a proactive and positive approach	X	
	Ability to work quickly and calmly under pressure	X	
	Reliable, punctual, and a team player	X	
	Willingness to undertake training and learn new skills	X	
Special Requirements	Able to work flexible hours including weekends	X	

TERMS AND CONDITIONS

Salary	National Minimum Wage (over 16 only)
Contract	Zero hours
Hours of work	Groundwork makes no promise or guarantee of a minimum level of work to you and you will work on a flexible, "as required" basis.
Place of work	Your normal place of work will be The Vench. You may also need to travel on Groundwork's business to carry out your duties at other locations as required for the proper performance of your duties.
Holidays	Your holiday entitlement will depend on the number of hours that you actually work and be pro-rated on the basis of a full-time entitlement of 28 days' holiday during each full holiday year (including the usual public holidays in England and Wales). Holiday will be allocated in hours.
Pension	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme, or such other registered pension scheme as has been set up by Groundwork. Participation in such schemes is subject to satisfying certain eligibility criteria and the rules of such scheme as amended from time to time.
References	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary.
Proof of Eligibility of right to work in the UK	Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006.
Training	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.

I have read and agree that this job description and person specification accurately defines the role.

Signed

Printed

Date