



## SHIFT VOLUNTEER ROLE DESCRIPTION

### RESPONSIBILITIES:

- Providing a friendly welcome and efficient service to customers
- Serving drinks, cakes and snacks as per customer order
- Using simple point of sale system for transactions
- Washing up mugs, plates etc by hand as appropriate/necessary
- Setting up and putting away (**includes lifting**) outdoor tables and chairs
- Clearing and wiping down outdoor tables between customers
- Assisting with cleaning to maintain a clean, tidy and hygienic environment
- Complying fully with all Health and Safety and Food Hygiene regulations
- Recycling, composting and emptying rubbish as appropriate
- Sharing information with customers about the ethos of the *Palmers Greenery*

### SKILLS & QUALITIES:

- Friendly, cheerful disposition, enjoy working with people from all walks of life
- Good interpersonal skills
- Reliable, honest and adaptable
- Work under pressure at busy times
- Work both independently and as part of a team
- Demonstrate an understanding of keeping a food environment scrupulously clean
- Work within strict health and safety guidelines at all times
- Understand and be sympathetic to the ethos of the *Palmers Greenery*
- Ability to stand for a minimum of 4 hours whilst in the kiosk

**DRESS CODE:** Weather appropriate clothing (cold during winter months).  
Comfortable, sensible shoes. Minimum of jewellery An apron will be provided

**TIME COMMITMENT:**Volunteers give as much or as little time as they are able.  
Ideally should be able to make a regular commitment of at least one shift per month

**TRAINING & SUPPORT:** New volunteers will be offered "shadow" shifts working alongside an experienced volunteer for on the job training. Support will be provided until satisfactory competence and confidence has been demonstrated and both parties feel volunteer is ready to join the team

### BENEFITS OF VOLUNTEERING WITH US:

- Meet and work alongside like-minded local people
- Gain new skills and experiences
- Opportunity for others to learn and benefit from your skills and experiences
- Sense of satisfaction in knowing you are helping others and making a difference to your local community