



Role Description

Job	Flexible Café Assistant		
Reports to	Cafe Manager		
Contract Type	Zero Hours Contract	Salary	£10 p/h including Holiday Pay
Work pattern	Differing hours including weekends and evenings agreed in advance		

Are you looking for a flexible role in a local café and events bar?

Enter 45 acres of green space within the heart of Bristol. Arnos Vale is an uplifting site of culture, history, nature, and wellbeing. We carry out a range of commercial activity including weddings, tours, wakes and film nights. We have a gift shop, venues for hire and a café with outside patio. As a charity, all our income is used to protect and enhance this special place.

Our Values are Community, Conservation, Compassion, Collaboration

These are a strong set of values which inform everything we do and we're looking for someone who is aligned with them.

What will your role be?

As a Flexible Café Assistant, you are not tied to particular hours and have the flexibility to choose shifts that suit your lifestyle, there is no minimum set contracted hours. We'd love to find someone who shares our love of nature, history, and fantastic customer service. The role is hands on working within our small team, you'll work with our Café Manager, Café Supervisor, Café Assistants, and the Front of House team to provide delicious food and drinks to our visitors.

Your role will also include setting up venues, putting out tables and chairs, greeting clients, interacting with visitors, cleaning when necessary, and following our health and safety procedures.

Who are we looking for?

If you have experience working in a café and/or bar - that's great, if not we'll provide training and support. We're looking for an approachable and helpful person who can make our guests feel special. Please note that you must be at least 18 years old to be considered for this role as it involves the sale of alcohol.

This is a busy role, so you'll need to be enthusiastic and proactive with a positive approach. You'll be an excellent communicator and love creating a warm welcome.

What is a Zero Hour contract?

A zero-hour contract is a type of contract between an employer and a worker where the employer is not obliged to provide any minimum working hours and the worker is not obliged to accept any work offered.

Responsibilities:

- Serving customers
- Support the opening and closing of the cafe
- Undertake regular cleaning tasks
- Liaise with the wider Arnos Vale team
- Help prepare venues for events
- Represent the organisation to all visitors

Person Specification:

Criteria	Essential	Desirable
<u>Knowledge & Experience</u> <ul style="list-style-type: none"> • Customer service experience • Previous café work • First Aid knowledge 	✓	✓ ✓
<u>Skills & Attributes</u> <ul style="list-style-type: none"> • Good communication skills • Work on own initiative • Energetic & enthusiastic • Reliable • Capable of developing relationships with a broad range of people • Flexible and adaptable • Loves problem solving • Enjoys being part of a team 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
<u>Circumstances & Working Conditions</u> <ul style="list-style-type: none"> • Willingness to undertake cleaning duties • Willingness to work unsocial hours • Happy to work in a cemetery 	✓ ✓ ✓	

We believe in celebrating people's differences. So regardless of your background or personal characteristics, if you are great at what you do, we want to hear from you.

The Benefits

We offer all our employees a wide range of benefits including:

- Flexible working arrangements

- Learning and development
- Wellbeing initiatives
- Workspace within walking distance of Bristol train station, free onsite parking
- Free tours of the site and a whole lot more!

How to apply

Please send us your CV, a covering letter explaining your suitability for the role (no more than one page) and complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send to bookings@arnosvale.org.uk

If you'd like more information, please email Adela on bookings@arnosvale.org.uk or call on 0117 971 9117 (ext 205)