

Café Assistant

Location: Arnos Vale Cemetery

Report to: Café & Hospitality Manager

Salary: £12.35 per hour

Vacancies: **Vacancy 1:** 13 hours a week (2 weekends in 4)
Vacancy 2: 19.5 hours (2 weekends in 4)

Contract: Permanent

Working hours: Normal working hours: 9:30 – 16:30

About Arnos Vale Cemetery

Arnos Vale is a Victorian Garden Cemetery in the heart of Bristol. We're a special place, where communities come together. Our job is to ensure that Arnos Vale can be enjoyed now and saved for future generations, as a place of heritage, tranquillity, wellbeing, and wildlife.

Arnos Vale is an uplifting site of culture, history and nature, with 45 acres of green space within the heart of Bristol. We have a gift shop, venues for hire and café, hosting a range of events including weddings, wakes, film nights and theatre. As a charity, all our income is used to protect and enhance this special place. Arnos Vale is a beautiful place with community, conservation, compassion, collaboration at its core. Our café is growing, and we aim to bring a sustainable, local, fresh menu to our local community. We work with local suppliers to create an exciting offer for local people. We want our team to be part of that story. Our café opens daily 10am- 4pm.



About the role

This is an exciting opportunity to be part of a cafe and hospitality team delivering an offer for our [café](#) and events. We are looking for a passionate and creative individual, with enthusiasm for all things food and community. We would especially like to hear from people with a passion for sustainability, with experience working within a team, providing a unique and exceptional hospitality offer.

The role is hands on providing delicious food and drink to our community. There are practical elements to the role, with a focus on customer welcome, making and serving hot drinks, basic food prep and cleaning tasks. There is also an opportunity to pick up additional shifts throughout the week and during seasonal periods.

Who we're looking for

- ✓ Someone who has a passion for delivering an exceptional hospitality offer
- ✓ With a drive for outstanding customer service
- ✓ An approachable person who enjoys working with people
- ✓ Self- motivated, able to problem solve and take initiative
- ✓ Organised, efficient with good attention to detail
- ✓ A love of nature, conservation and history
- ✓ Committed to our values and happy to work in a cemetery

Responsibilities of the role

- Serve customers and interact with our visitors in an appropriate, helpful, knowledgeable way
- Assist in the service and clearing of food and beverages
- Support the opening and closing of the café & bar. Set up food and drink offer for events and functions.
- Undertake regular cleaning tasks and checklists as required to a high standard
- Prep food according to our seasonal menu (training given)
- Follow established kitchen systems and procedures, in particular with regard to food safety
- Serve alcohol during events
- Assist with preparing venues and catering setups for events as required
- Receive deliveries and assist with storage and stock rotation using FIFO system
- Liaise with the wider Arnos Vale team

Person Specification

- Previous café, bar or hospitality experience essential
- Excellent people and customer service skills
- Exceptional knowledge of food safety and food hygiene awareness
- Positive, energetic & enthusiastic, enjoys being part of a team
- Proactive approach to problem-solving with operational awareness
- Reliable and able to work on own initiative
- Flexible approach to work and a willingness to work weekends

- Committed to our values and happy to work in a cemetery

Desirable

- Food preparation
- First Aid certification
- Event catering experience
- Alcohol Awareness training
- Barista qualification

The Benefits

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

- A contributory pension scheme
- 25 days annual leave plus Bank Holidays pro rata (increasing year on year after 5 years' service up to 30 days)
- Opportunities for learning and development
- Confidential advice & counselling through the Employee Support Programme
- Workspace within walking distance of Bristol train station, free onsite parking
- 10% discount in the Arnos Vale shop and café
- Social events
- Free tours of the site and a whole lot more!

How to apply Please send us your CV, a covering letter (no more than two pages) or a 3 minute video explaining your suitability for the role. Also complete the [Arnos Vale Cemetery Trust Equality and Diversity monitoring form](#) and send all of these to kaitlin.hunter-wyatt@arnosvale.org.uk

Deadline for applications: End of day Sunday 23rd November

Please note, we may close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.