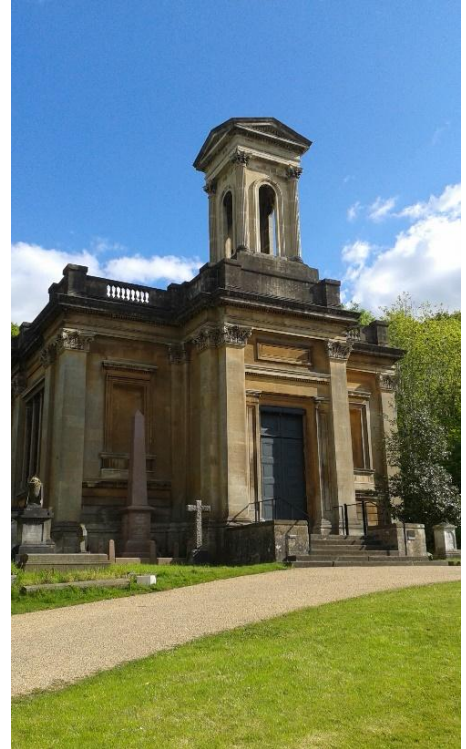




Café Assistant

Location:	Arnos Vale Cemetery
Department:	Enterprises
Report to:	Café & Hospitality Manager
Salary:	£8,686.60
Contract:	13 hour contract
Working hours:	Normal working hours 9.30am-16:30pm
Pattern:	4 week rolling rota, 2 weekends in a month, Mondays and Thursdays
Start date:	Early October



The Anglican Chapel
©Arnos Vale Cemetery Trust

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.

We are a 45-acre green space in the heart of Bristol, founded 188 years ago. More than 300,000 people are buried or remembered here. Our heritage is nationally recognised with our chapels, lodges and numerous monuments Grade II* Listed and our landscape listed as a Registered Park and Garden on the Historic England register. The cemetery is also a Conservation Area and Site of Nature Conservation Interest (SNCI).

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.

Vision and mission

Our vision is that Arnos Vale Cemetery evolves, staying relevant for Bristol's communities.

Our mission is to share and enhance this special space for all.



Landscape Team with our 2024 Green Flag Award
©Arnos Vale Cemetery Trust

Values

Compassion	We are kind, sensitive and understand that grief is unique for everyone. We lead with kindness in every interaction, no matter the reason for visiting, to create trust within the team, visitors and partners.
Community	We believe in the importance of communities and strive to improve access for all. We are professional in our approach and celebrate achievements, innovative engagement and meaningful relationships.
Conservation	Looking after Arnos Vale is core to our charity objectives. We appreciate and conserve heritage and nature equally, balancing our conservation management.
Collaboration	We work together embracing diverse perspectives and backgrounds. We are well organised, demonstrating integrity and accountability. The way in which we work with one another is of equal importance to the work itself.

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.



Steps leading up to the café
©Arnos Vale Cemetery Trust

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.

Our cafe opens 7 days a week, including weekends and bank holidays.

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

- Provide exceptional customer service and create a welcoming space for customers.
- Help maintain the food stores and chillers in a systemized, organised and safe way, assisting with monthly stock take and stock rotation.
- Complete daily/weekly cleaning records for the kitchen & café. Demonstrate good kitchen working practice and ensure safety procedures are followed for a high standard of food hygiene and safety.
- Complete food prep, ensuring high standards of presentation. (training provided)
- Support the opening and closing of the café & bar. Set up food and drink offer for events and functions.
- 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
- Be a team player, working with the wider Arnos Vale team.
- Report health and safety issues and customer feedback, whilst ensuring any customer complaints are dealt with in an appropriate way.



Person Specification

Essential

- 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

- Barista qualification
- First Aid certification
- NVQ in Catering Management and/or Food Preparation
- Understanding of premises licensing, challenge 21 policy

The Benefits

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

- 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 Kit, Café & Hospitality Manager kit.hunter-wyatt@arnosvale.org.uk

If you'd like more information, please email Kit on kit.hunter-wyatt@arnosvale.org.uk to arrange a call.

Deadline for applications: end of day Monday 14th of September.

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.