Job description

Role Title	**Community Café Team Member**
Department	Community
Reports To:	Café Operations Manager
Hours:	Working hours may vary throughout the week (Monday–Sunday)
Main Work Location	The Whiteley Homes Trust – Walton on Thames, Surrey

Introduction – The Whiteley Homes Trust vision

Every employee is here to sustain a thriving community, with outstanding accommodation for older people of limited means and to develop and share our success, so older people can live happy and fulfilling lives. Your job is to make Whiteley the best place to age in Britain.

Role Overview

The Whiteley Homes Trust, "the Trust," is a charity that manages Whiteley Village in Surrey. The purpose of the charity is to provide homes for older people of limited means from all over the country. Founded over a hundred years ago in Walton on Thames, Surrey, the Village is located in 225 acres of beautiful grounds and is a very special place to live and work.

Working in our Clubhouse Community Café enhances the service we provide, adding extra value to our offerings. You will engage with customers, support daily operations, and help create a welcoming environment. This role offers the opportunity to build strong relationships not just with Whiteley Village residents, but with the wider community, while delivering excellent customer service and contributing to the development of future community services within the village as a charity.

The Café Team Members play a vital role in delivering a welcoming, efficient, and high-quality service experience to all customers. This position supports daily café operations, food and beverage preparation, hygiene standards, and customer engagement, while upholding the values and policies of the Trust.

Whiteley Trust Core Values:

We encourage all our employees to play their part in demonstrating our core values in their day to day work with colleagues and customers

What you will be doing

Key Responsibilities:

Daily Management

- Assist with serving, tidying, and providing hot and cold food and beverage service.
- Prepare coffees and teas and, where required, assist with bakery items.
- Update pricing boards when briefed to do so by the Supervisor during the morning shift.
- Keep the stock room clean, organised, and tidy.
- Replenish stock levels when items are running low.
- Inform the Supervisor or Manager when stock levels are low and replenishment is required.
- Take customer orders in a friendly and professional manner.
- Clear and dispose of rubbish as required.
- Carry out washing up and dishwasher duties throughout the day.
- Ensure all tables inside and outside the café are clear of empty cups, glasses, plates, and rubbish.
- Provide cover for the Village Shop as required.

Customer Service

- Warmly greet customers and assist with their orders
- Serve food, beverages, and alcohol with professionalism and courtesy
- Check on customer satisfaction and bid them farewell
- Handle customer inquiries and resolve any concerns promptly

Food Preparation

- Support in preparing food and drinks following established Café products, recipes and standards *if required
- Ensure presentation and quality align with café expectations

Hygiene and Cleanliness

- Maintain a clean, safe, and welcoming café environment, including tables, counters, service areas, and kitchen spaces.
- Wash dishes, utensils, and equipment in accordance with hygiene standards.
- Comply with all food safety, health and safety, and sanitation regulations.

Cash Handling

- Operate the till register, process transactions, and provide accurate change
- Change management from the Post office to ensure small change is sufficient

Stock Management

- Monitor stock levels and inform supervisor or manager if supplies as necessary
- Support inventory checks to maintain efficiency
- Accept and sign for deliveries ,where required

General

- It is the duty of all employees to ensure that a safe working environment and safe working practices are always maintained. It is also the responsibility of the management team to ensure full compliance.
- Undertake any other duties which may be reasonably deemed to come within the scope of the post, relating to the activities of the department
- Foster a positive work environment by treating colleagues, clients, and stakeholders with respect and understanding.
- Establish and maintain clear professional boundaries while ensuring effective communication and collaboration.
- Demonstrate integrity, accountability, and consistency in all tasks and interactions.
- Work effectively as part of a team, while also being self-motivated and capable of independent work.
- Ensures full compliance with all the Trust's Policies and Procedures

- To complete mandatory and job-related training as required
- You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work. You must not disclose any information of a confidential or sensitive nature about the Trust, any or our service users or any of our employees. There is an exception if you need to share this information as part of your job or if you are required to by law.

Note: No Job description can cover every issue that may arise within the duties of the post at various times. The post holder will be expected to carry out any other duties from time to time that are broadly consistent with those in this document.

Person specification

	Required	***Desirable***
Skills & Knowledge	• Strong understanding of food and beverages, including preparation and presentation. • Must be aged 18 or over to serve alcohol in accordance with licensing requirements. • Excellent personal appearance and hygiene standards. • Passionate about delivering outstanding customer satisfaction. • Strong verbal and written English communication skills. •	• Previous experience supporting older people or working in a care environment is desirable.
Experience	• Must have previous Hospitality with a focus on customer service and food handling would be preferred, but not essential	
Qualifications	• Good knowledge of food hygiene principles and best practice. • Needs to be over 18 due to selling Alcohol	

Other information

TWHT is committed to safeguarding and promoting the welfare of its employees and older people. We expect all our employees to be aware of their responsibility to protect employees and residents from abuse or harm. Successful applicants will be required to undergo a DBS check and provide proof of their right to work in the UK.

To apply, please send your CV along with a cover letter explaining your skills and why you believe you are suitable for the role to jobs@whiteleyvillage.org.uk

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