

Volunteer Role Description

ROLE: **Catering Assistant Volunteer**

ROLE PURPOSE: To assist customers, principally members of the public, to provide a catering service, in order to improve lives of the elderly.

ACCOUNTABLE TO: Catering Manager

TASKS AND ACTIVITIES

- 1. Sales** To offer friendly assistance to customers in the purchase of items, which include meals, beverages, and snacks
- 2. Till** To operate the till when required to take payment for purchase of food/drink
- 3. Preparation and cleaning** To set up the kitchen ready for customers, prepare and serve beverages/meals, clear tables and wash cutlery and crockery, and to leave the kitchen and restaurant area tidy after customers are finished
- 4. Health and Safety**
To comply with safe moving and handling techniques in accordance with formal instructions of the catering manager when working with equipment and machinery

To work within food hygiene laws and regulations in accordance with formal instructions of the catering manager
- 5. Training** To undergo appropriate training as required
- 6. Working Practices** To become familiar with all Age UK Leicester Shire & Rutland policies and practices as described in the Volunteers Handbook

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

SKILLS AND EXPERIENCE

Essential

1. Patience and a sense of humour
2. Desire to help others
3. Good personal presentation and hygiene
4. Ability to deal with the general public
5. Good communication skills
6. Positive attitude and enthusiasm

Desirable

1. Knowledge and previous experience of catering
2. Team working skills
3. Customer service experience

Working Pattern: The number of days and hours will be negotiated between the volunteer and line manager/supervisor.

- A volunteer is someone who provides **unpaid** support to Age UK Leicester Shire & Rutland
- Full training will be provided where necessary