

## Volunteer role description

**Title:** Café Support

**Accountability:** Mill Café Manager

**Hours:** Morning or Afternoon Shifts (times vary according to season)

**Location:** Eling Tide Mill, Eling Lane, Eling, SO40 9HF.

### Purpose of role:

To offer support to Mill Café visitors with both customer facing and behind the scenes roles.

The Café will offer a place to eat and drink for both customers visiting the Eling Tide Mill Experience and local/casual customers. This role is important in ensuring customers receive a welcome, clean environment with friendly staff and good quality food and service.

Co-operate with colleagues to facilitate overall smooth running of the Tide Mill, Visitor Centre and External Walks.

You will have good communication and interpersonal skills, be flexible and adaptable.

### Role and responsibilities:

1. Serve customers with drinks and snacks.
2. Clear and clean tables.
3. Assist with Food Preparation both hot and cold including baking bread, cakes etc.
4. Wash dirty crockery, cutlery utensils etc by hand or in the dishwasher.
5. Maintain a polite, friendly, caring attitude to visitors. Respond to any queries they may have during their visit.
6. Operate till and card machine.
7. Ensure counter and all surfaces are clean, neat and tidy at all times.
8. Answer telephone and distribute calls accordingly (where required).
9. Support the aims and visions of the ETME.
10. Actively promote the Eling Experience to new and returning visitors and participate in milling demonstrations.
11. Participate in the induction and training required to meet health & hygiene legislation and any other relevant training.
12. Comply with the Council's Health & Safety policy ensuring you, your colleagues and visitors' HASAW needs are met.
13. To adhere to the Volunteer agreement, and Volunteer Policy.
14. To comply with, and implement, the Equal Opportunities Policy and procedure, together with all other agreed policies and procedures of the Totton & Eling Town Council.

Helen Robinson  
Eling Experience Manager  
September 2017