

RE^fUSE NEEDS YOU



Are you looking for an opportunity for part-time work in a dynamic social enterprise with a strong and powerful social mission? Do you believe the scale of food waste globally is unsustainable and shocking? Do you believe in the power of food to bring together community across any background or barrier? Do you describe yourself as high energy, committed and self-starting? A job at RE^fUSE could be the perfect opportunity for you to gain valuable experience whilst making a meaningful impact on the world.

Based around a “Pay As You Feel” café in Chester le Street, RE^fUSE is a not-for-profit social enterprise which intercepts food that would otherwise go to waste. Our vision is to reveal the true value of things, places and people that are unjustly wasted or overlooked. We intercept food before it becomes waste and turn it into healthy, accessible meals, served on a ‘Pay As You Feel’ basis. Along with a force of other organisations, activists and campaigners, we’ve raised awareness of the injustice of food waste at every level, from households and families to big businesses, supermarket directors and government decision makers.

The café was opened in April 2018. Built by volunteers, run by volunteers, and fuelled by food surplus, it is a beautiful place of inclusive community and creativity. We are looking for someone to cover maternity leave, taking on managing the café for one day a week and volunteer co-ordinating behind the scenes for the rest of the time.

This is a maternity cover role, on a 9 month fixed term contract. We would love to see the right candidate join our team, contribute to our community building work, and help us “Feed Bellies Not Bins”.

Café Manager and volunteer co-ordinator: Maternity Cover

Job Description

We are looking for someone to manage the café for one day a week: Fridays and Saturdays, plus 12 hours a day a week for co-ordinating our team of amazing volunteers. The café is volunteer-run, and we have an amazing team of volunteers; your job on a café managing day will be to supervise and manage systems so that both customers and volunteers are happy. Volunteer co-ordinating will involve organising and managing training, sign-up and communications, as set out below.

Job Role

- Be the point of contact, key holder and manager of the café every Thursday or Friday, depending on your availability, with the occasional need for Saturday cover.
- Attend team meetings every Monday morning, 9.30 until 11.30, as well as staff training days and café deep clean days (normally always on Mondays).
- On a café managing day, responsibilities include:
 - Ensure that Food Safety and Hygiene policies are being followed and the relevant paperwork is being completed for cafe and community fridge. Develop and manage any systems and processes that may help ensure Food Safety and Hygiene is being managed at 5* level.
 - Induct volunteers on their initial shifts and facilitate volunteer sign-in.
 - Oversee safeguarding of cafe volunteers, including ensuring that all safeguarding rules and individual safeguarding plans are being adhered to and completing any safeguarding concerns to the safeguarding officer
 - Assess the support needs of volunteers, and provide advice and support accordingly. Including signposting to the support/employability team for one-to-ones and assessment.
 - Communicate with volunteers team to highlight problems, support needs and volunteer gaps
 - Evaluate the quality of the food and food service being delivered, and if necessary, support volunteers to improve this including support with menu planning when needed.

- Contribute to social media posts from the REFUSE account.
- Be a point of contact to anyone coming in enquiring about volunteering or use of cafe space
- Be familiar with our sign up systems, available support and volunteers procedures to be able to best advise those coming in.
- Be the point of contact for current volunteers and any enquiries about volunteering. Communication via social media platforms and emails. Oversee volunteer communications, including WhatsApp
- Send emails to our full list of volunteers fortnightly, including news, upcoming events, sign up reminders
- Co-ordinate feedback and ideas from volunteers
- Organise and lead on monthly volunteer training & induction sessions. Keep track of training needs and organise any further training for current volunteers if needed.
- Take responsibility for updating and distributing Volunteer Handbook to all new volunteers
- Organise volunteer social occasions, maintaining good community spirit and mutual support within the volunteer team
- Co-ordinate our volunteer sign-up online, respond to any issues about it, add new volunteer's details to it and store their personal details sensitively and securely in accordance to our privacy policies
- Organising volunteers' rota – keeping track of it and sending emails or calls if gaps. Leading this bit of team meeting every week – checking rota every Monday for week ahead

Personality, capabilities and experience: required

- Experience working in a kitchen/catering setting
- Experience with people from lots of different ages and backgrounds with various support needs
- Experience working with, and organising teams of, volunteers
- Good IT skills, ability to use Google Sheets or Excel, MailChimp etc
- Full understanding of Food Safety and Hygiene practices
- Strong organisation and time management skills
- Excellent communication and interpersonal skills, work well as part of a team
- Willingness to work in a community focussed start-up environment: flexibility and creativity are a must!
- Keen interest in sustainability and passionate about REFUSE's mission to reduce food waste

Desirable

- Proficient in use of multiple social media platforms
- Experience in the voluntary sector, social enterprise or start-ups
- Experience volunteering with REFUSE or other food waste organisation
- Barista trained
- Level 3 Food Safety and Hygiene qualification
- Well connected in the local Chester-le-Street community

Reporting to: REFUSE managing director, Nikki Dravers

Key relationships: Café Manager Hope Bicknell; Company Director Mim Skinner (safeguarding, employability support); Food & Logistics Co-ordinator, Jonny Forster

Working Hours: 20 hours per week, including one café day and Monday mornings. Café is open 10am – 4pm.

Salary: as all paid staff involved in REFUSE cafe, UK living wage, £9.30/hour

Location: REFUSE Café, 143c Front Street, Chester le Street.

Job Type: 9 month contract: Maternity cover

Ideal start date: February– March 2020

To apply, email refusecic@gmail.com with a CV and covering letter before the deadline below.

Application deadline: Friday 31st January 2020

Interview date: Week beginning 3rd February 2020

