

<b>JOB DESCRIPTION</b>	
<b>CAFÉ WORKER - COFFEE TOTS</b>	
<b>Responsible to:</b>	Café Manager
<b>Salary:</b>	£10.85/£12.71
<b>Hours:</b>	30 hours per week during Coventry School Termtime 22 ½ hours per week during Coventry School Holidays
<b>Start Date:</b>	1 September 2026

**Background to Role:**

Three Spires Family Support Trust is a Christian charity that seeks to practically support parents and children in Coventry, helping them to build relationships and networks through the provision of a city centre community cafe called Coffee Tots based at The Wave Waterpark in Coventry city centre. Our vision is to:

- Remove families from isolation and help them to build their own support networks;
- Create confident, positive parents who feel well supported and loved;
- Improve the parent-child bond;
- Increase the life skills, experiences and expectations of families.

The café is at the heart of our ministry and provides a safe space within a subsidised café setting for parents with young children with activities for children, and practical support and a listening ear for parents. We want the café to be a place where families feel supported, valued and loved. The staff team (paid and volunteer) are available to offer support and care for parents and their families. Alongside the café we offer additional one-to-one support and a range of courses and play sessions. Through the practical support that we offer and by empowering parents to make positive choices for themselves and their families, our aim and hope is to change the futures not only for this generation but for future generations too.

**Main duties and Responsibilities:**

1. To provide a warm welcome and a professional, customer focused service at all times, supporting the vision of the project;
2. To take customer orders (counter service) and to manage the till;
3. To prepare drinks, hot and cold and to prepare and serve food as required;
4. To clear and clean tables and wash up, as and when needed;
5. To record and report loss or breakage of cutlery, crockery, etc. as it occurs;
6. To keep all the Café/Drop-In facilities clean during opening hours;
7. To help maintain the kitchen and report when catering supplies need restocking;
8. To contribute at all times to the efficient and effective operation of the Cafe/Drop-In;
9. To carry out such other tasks as may be reasonably required by the Café Manager within the capacity and experience of the candidate and as may be relevant to the purpose and needs of the Cafe/Drop-In and its ministry in general.

**Supervision & Training:**

The post holder will be directly responsible to the Cafe Manager (and in their absence the Café Supervisor) in respect of all the duties.

The Cafe Manager will provide supervision. Training will be provided in aspects of the job of which the appointee is unfamiliar. Training needs will be reviewed on a regular basis and will be provided where this will help the appointee perform the job more effectively and support his/her skill development.

**Qualifications and Experience Required:**

1. Understanding of and sympathetic to the Christian ethos of Three Spires Family Support Trust;
2. A calm, flexible and proactive approach to work and people, with an ability to work under pressure;
3. An excellent verbal communicator, with an ability to work with people at all levels;
4. Numerate with the ability to work accurately with money;
5. Previous café experience essential;
6. 'Food Hygiene Certificate' qualification desirable, but not essential as training will be arranged as necessary.

**Other Points:**

Candidates should note that the post is subject to DBS clearance.

A job-share could be considered.