



Nottingham & Nottinghamshire **REFUGEE FORUM**

Nottingham & Nottinghamshire Refugee Forum

Community Café Host

JOB DESCRIPTION

Post:	Community Café Host
Hours:	30 hours per week (Monday to Friday, 9am – 3pm)
Location:	Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB
Salary:	£23,500 per annum pro rata
Contract Length:	12 months
Responsible to:	Volunteering and Engagement Manager

JOB SUMMARY:

NNRF seeks to provide a safe and welcoming space for asylum seekers and refugees. The Community Café Host's primary responsibility is to welcome clients and visitors to NNRF, coordinate volunteers and activities in the Café/waiting area and de-escalate any tensions that may arise in a calm, professional manner.

With support from staff and volunteers, the Café Host will actively promote a culture of welcome, diversity and mutual respect within NNRF.

MAIN DUTIES & RESPONSIBILITIES

KEY RESPONSIBILITIES

- Welcoming clients and other visitors to NNRF
- Ensuring clients and visitors adhere to safety guidelines & procedures
- De-escalating potential conflicts in an appropriate manner
- Overseeing the refreshments area and ensuring it is kept tidy and clean
- Monitoring and replenishing stock of refreshments and cooking ingredients
- Coordinating and supervising Community Café volunteers
- Ensuring high food hygiene standards are upheld through kitchen management process and relevant training

COMMUNICATION

- Act with courtesy and sensitivity to all clients and visitors
- Demonstrate behaviour and attitude that will promote our core values: empowerment, justice, solidarity, respect, inclusivity and equality

- Actively approach and direct service users to appropriate waiting space or service location
- Apply verbal diffusion techniques when faced with difficult or aggressive individuals
- Delegate and communicate effectively with project volunteers through regular meetings and rotas

ORGANISATIONAL RESPONSIBILITIES

- Attend staff meetings and cooperate in personnel procedures such as appraisal and supervision
- Working with other staff as designated, help prepare and set up events such as Refugee Week, conferences and AGMs.
- Support other NNRF services i.e. General Advice when required.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder.

This list of duties & responsibilities is not intended to be exhaustive. The post holder will be expected to perform additional tasks when required; these tasks will be in keeping with the general profile of the role.

PERSON SPECIFICATION

Candidates will be short-listed on the following specifications and need to address each of them in their application. All relevant experience whether paid or voluntary, in the UK or overseas may be included. NNRF values different & creative ways of working.

E – Essential, D – Desirable

Training and Qualifications

- Level 2 Food Hygiene (E)
- De-escalation or conflict resolution training (D)

Knowledge and Experience

- Experience of volunteering or working in hospitality or community venue (E)
- Understanding of good food hygiene practices (E)
- Conflict resolution, including effective verbal diffusion techniques (E)
- Experience of leading a team (D)
- Experience of working or volunteering with refugees and asylum seekers (D)
- Lived experience of forced migration (D)

Skills and Abilities

- Excellent customer service skills (E)

- Able to communicate with clients, staff and volunteers under challenging circumstances (E)
- Able to remain calm and deal with difficult situations or people (E)
- Able to organise workload and prioritise tasks (E)
- Fluency in a language of refugee communities (D)

Personal Characteristics (all essential)

- Demonstrate friendly and welcoming manner to all visitors
- A good communicator, able to effectively communicate with people from a wide range of cultural and ethnic backgrounds
- Able to recognise inappropriate behaviour and respond to it in a professional way
- Creative and inclusive team player
- Flexible approach to work and a “can do” attitude