



Job Description: Community Café Assistant

Hours per Week:	24 hours
Salary:	£14.80 per hour + 5% pension
Contract:	Fixed term until March 2027 (with possible extension)
Annual Leave:	27 days per year plus Bank Holidays (pro rata)
Reporting to:	Community Café Supervisor

Kingston Voluntary Action (KVA) is a long-established and well-respected infrastructure support organisation for the voluntary and community sector in the Royal Borough of Kingston. We are an expanding infrastructure organisation with an ambitious team and a great working culture.

As part of our expansion, we have recently opened KVA's Surplus to Supper Hub, a community driven initiative, aimed at bridging the gap between food insecurity and food waste in our borough. This project is a great partnership between Surplus to Supper Trust CIO, Places Leisure - Malden Centre, Royal Borough of Kingston and Kingston Voluntary Action. We implement and deliver the Surplus to Supper model into Kingston as per licencing agreements.

We are now looking to open a Community Café with a Kitchen at the same site, Malden Centre, New Malden. The café will be offering a welcoming, affordable, and inclusive space for local residents seven days a week, with an ambition to extend the hours once we have understood the demand. Our vision is for a warm, safe and inclusive café which will grow into a hub of community connections and activities and volunteering opportunities.

To ensure the Café is a success from the start we need staff to hit the ground running. If you have previous experience of working as a café assistant, a passion for supporting communities and enthusiasm for start-ups, we would like to hear from you.

Job Purpose

To support smooth day-to-day running of a busy community café, providing a welcoming, inclusive environment for all customers while assisting with food preparation, service, and maintaining high standards of hygiene, safety, and organisation.

Main duties and responsibilities

Customer Service

- Welcome and serve customers in a friendly, respectful, and inclusive manner
- Provide clear information on menu items and allergens
- Support customers from diverse backgrounds, including vulnerable visitors, in a patient and approachable way
- Contribute to a positive, welcoming community café atmosphere

Food Preparation and Service

- Assist with basic food preparation (chopping, assembling, portioning) and labelling
- Follow procedures for the storage and distribution of goods: working with the Café Co-ordinator to ensure food safety practices are adhered to and robust systems are followed to capture stock deliveries, storage, rotation and distribution.
- Maintain high standards of food hygiene and safety at all times

Cleaning, Hygiene & Safety

- Uphold the highest standards of health and safety and cleanliness including following daily cleaning routines for surfaces, floors, and equipment
- Keep café and kitchen areas clean, tidy, and safe
- Respond promptly to spills and hazards and report any concerns

Operations & Administration

- Support the smooth and safe opening and closing of the café including setting up and cashing up at the end of the shift. Restock items and maintain organised displays
- Check that all café facilities and equipment are kept in good working order and report any damage to the Café Supervisor.
- Support basic record keeping (e.g. cleaning logs, simple checks)
- Use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.
- Assist with off-site deliveries

Teamwork and Volunteer Support

- Work collaboratively with staff and volunteers
- Support volunteers to feel welcomed and confident in their role within the café
- Attend and participate in team meetings, training and events as required.
- Work outside normal office hours and at weekends as and when required.

This job description will be subject to regular review and adjustments.

Additional requirements: Working hours may include occasional evening and weekends. The role will be based at Malden Centre, New Malden Kingston. This role will be subject to satisfactory references and DBS check.

We welcome and encourage job applications from people of all backgrounds.

Person Specification

Education	Essential	Desirable
Level 2 food hygiene and safety certificate	X	
Allergen Awareness Training		X
Experience		
Experience of working in a frontline customer facing role	X	
Experience of working in a busy environment		
Hands-on experience with professional coffee machines		X
Experience of working in events		X
Experience of operating a till	X	
Experience of working in charitable/voluntary sector		X
Experience of working with volunteers		X
Skills, Knowledge and Abilities		
A positive approach to excellent customer service and a commitment to quality.	X	
A good understanding of current health & safety guidelines.	X	
Implementation of food safety and hygiene procedures	X	

Good organisational skills	X	
A focused collaborative approach to working within a team, partners and a wider community	X	
Ability to contribute effectively to a small team	X	
Ability to make good, positive relationships with people, their families along with external agencies and businesses	X	
Self-motivation and ability to use own initiative	X	
Good problem-solving skills and ability to adapt and act accordingly to situations	X	
Ability to remain calm under pressure and when dealing with challenging situations	X	
Availability to work within opening hours (including weekends and holidays)	X	
Good verbal and written communication skills	X	
Excellent time management skills	X	
Ability to keep accurate records	X	
Trustworthy, reliable with a friendly and welcoming manner	X	