

Job Title: Seasonal Café Support Worker

Reports to: Café Co-ordinator

Location: This is an on-site role working Tuesday to Saturday at our beautiful location in the village of Market Overton, Rutland.

Job Type: Part-time Seasonal Role – 20 hours per week, Tues to Saturday, 11am–3pm

Hourly Rate: £12.95 per hour

About Us

The Lodge Trust CIO is a Christian charity based in Market Overton, Rutland, providing residential care, day opportunities, and work-based activities for adults with learning disabilities. Our mission is to create a community where people are valued, encouraged, and empowered to live life to the full.

Our 20-acre rural site includes homes, workshops, a café, gardens, woodland, and a camping and caravan site. Rooted in Christian values of compassion, respect, and kindness, we seek to create a welcoming community where dignity, independence, and personal growth are encouraged.

The Country Café is part of The Lodge Trust and is a project of the charity, offering support and training opportunities to our Service Users. We encourage individuals to develop new skills and gain confidence working with the public whilst maintaining high standards of customer service and hospitality.

Role Purpose

To support the successful day-to-day running of the Country Café by delivering excellent customer service, preparing and serving food and beverages, maintaining high standards of cleanliness and food safety, and supporting adults with learning disabilities to develop confidence and practical hospitality skills within a real working environment.

This is a customer-facing role that requires a proactive and professional approach to hospitality, ensuring visitors receive a warm, welcoming, and positive experience that encourages repeat custom. The role also involves supporting Service Users to participate meaningfully in café activities and develop skills appropriate to their individual abilities.

The Café Support Worker will work closely with the Café Co-ordinator and kitchen team to deliver a high-quality service for residents, visitors, and customers, while supporting individuals with learning disabilities in a person-centred and encouraging way.

Previous experience in social care is not essential if applicants can demonstrate strong customer service skills, a positive attitude, and a willingness to support adults with learning disabilities.

Key Responsibilities and Duties

Service Users

- Work alongside the Café Co-ordinator and Kitchen Team Leader to support adults with learning disabilities to develop and maintain hospitality and catering skills.
 - Encourage Service Users to take an active and meaningful part in café activities and work tasks.
 - Use initiative to identify suitable tasks and opportunities that enable Service Users to participate successfully and build confidence.
 - Support Service Users in a person-centred way, adapting approaches according to individual needs and abilities.
 - Encourage independence, confidence, communication, and workplace skills through positive support and guidance.
 - Assist individuals, where appropriate, with personal hygiene, visits to the toilet, and other support needs when required.
 - Support residents in the safe preparation of food for service and resident meals, following guidance from the Café Co-ordinator and Kitchen Team Leader.
 - Encourage Service Users to develop customer service and communication skills through interaction with customers and café activities.
 - Ensure a safe and secure environment for Service Users and take appropriate action in the event of an emergency.
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Café Operations / Customer Service

- Deliver a welcoming, professional, and friendly customer experience at all times.
- Provide a high standard of front-of-house customer service and promote a positive café atmosphere.
- Prepare and serve hot and cold drinks, including operating the coffee machine and other café equipment safely and effectively.
- Operate the café till and handle cash and card payments accurately.
- Support the preparation and presentation of high-quality meals, snacks, and food products for sale.
- Replenish stock, monitor supplies, and report shortages or concerns appropriately.
- Support attractive food displays and café presentation to help promote sales and customer satisfaction.
- Clear and clean tables promptly to maintain a clean, safe, and welcoming environment.
- Encourage repeat business by maintaining consistently high standards of customer care and hospitality.
- Support Service Users to participate in café tasks in ways that promote confidence, independence, and success.

- Contribute ideas and initiative to support café efficiency, customer experience, and sales opportunities.
- Ensure all work areas, kitchen areas, and storage areas are kept clean, tidy, and compliant with all relevant legislation and food hygiene requirements.
- Ensure equipment and facilities are maintained appropriately and report any concerns in line with Lodge Trust procedures.

Health and Safety

- Understand Health and Safety requirements and support the implementation of all aspects of the Health and Safety Policy relevant to the work area.
- Maintain high standards of food hygiene and cleanliness at all times.
- Be familiar with all accident, emergency, and fire procedures.
- Ensure a safe working environment for customers, colleagues, and Service Users at all times.
- Complete daily, weekly, and regular checks as required for the work area.
- Maintain necessary Health and Safety and food hygiene records accurately.
- Record and report any Health and Safety concerns promptly and appropriately.
- Attend all mandatory training required for the role.

Administration

- Record accurately and efficiently any necessary information on the Care Management System.
- Attend relevant meetings and training sessions.
- Maintain confidentiality in line with organisational policies and procedures.
- Support the Café Co-ordinator with administrative tasks when required.
- Participate in training and personal development opportunities relevant to the role.

Person Specification

	Essential	Desirable
Education / Qualifications	- Basic literacy and numeracy skills. - Willingness to complete mandatory training relevant to the role.	- Level 2 Food Hygiene qualification. - First Aid qualification. - Health & Social Care qualification. - Hospitality or catering qualification.
Experience	- Experience working in a customer-facing environment.	- Experience supporting adults with learning

	Essential	Desirable
	<ul style="list-style-type: none"> - Experience working within a café, hospitality, catering, or food service setting. - Experience delivering good customer service standards. - Experience working as part of a team. 	<ul style="list-style-type: none"> disabilities. - Experience operating coffee machines and café equipment. - Experience handling cash and operating tills. - Experience supporting others in a workplace or training environment.
Skills / Abilities	<ul style="list-style-type: none"> - Able to deliver a welcoming and professional customer experience. - Able to communicate clearly and positively with customers, colleagues, and Service Users. - Able to prepare and serve food and drinks safely and hygienically. - Able to operate café equipment and coffee machines safely. - Able to operate tills and handle payments accurately. - Able to maintain high standards of cleanliness and presentation. - Able to use initiative and work independently when required. - Able to encourage and support Service Users to participate confidently in café tasks. - Able to adapt support according to individual abilities and confidence levels. - Able to remain calm, organised, and professional in a busy environment. - Able to work flexibly and reliably as part of a team. - Able to follow Health & Safety and food hygiene procedures. - Able to contribute positively to customer satisfaction and repeat business. - Able to balance customer service expectations with support responsibilities. 	<ul style="list-style-type: none"> - Confidence dealing with customer queries or complaints. - Awareness of sales promotion and café presentation. - Basic IT skills.

	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none"> - Friendly, approachable, and encouraging manner. - Patient and supportive when working with Service Users. - Reliable, punctual, and professional. - Positive and proactive attitude. - Willingness to learn and develop new skills. - Flexible and adaptable approach to work. - Able to respect and work within the Christian ethos and values of The Lodge Trust. - Compassionate, respectful, and team-focused approach. 	<ul style="list-style-type: none"> - Interest in hospitality training or social enterprise work. - Creative approach to customer engagement and café activities.

Equality, Diversity and Inclusion

The Lodge Trust CIO is committed to equality, diversity, and inclusion and welcomes applications from all sections of the community. We are committed to creating a supportive and inclusive workplace where everyone is treated with dignity and respect.

Safer Recruitment Statement

The Lodge Trust CIO is committed to safeguarding and promoting the welfare of adults at risk and expects all staff and volunteers to share this commitment. All roles are subject to an Enhanced Disclosure and Barring Service (DBS) check, including the Adults' Barred List where the post involves regulated activity.

Applicants already registered with the DBS Update Service will be asked to provide their certificate number and consent for an online status check. Employment will also be subject to verification of identity and right to work in the UK, satisfactory references confirming conduct in previous roles (particularly in care or support settings), and confirmation of qualifications or professional registration where required.

The Lodge Trust CIO follows CQC Regulation 19 (Fit and Proper Persons Employed), Schedule 3 evidence requirements, and Skills for Care safer recruitment guidance to ensure all staff are suitable and safe to work in social care.

Line Manager:	Signature & Date:
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Employee:	Signature & Date:
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