



Bedern Hall

Volunteer Role Description

Cafe Volunteer

What is a 'Cafe Volunteer'?

Our Cafe Volunteers work with the team in the cafe to provide a warm, engaging welcome and outstanding customer care for all our visitors from the moment they enter the café to the moment they leave. By helping with a varied range of activities, such as service, replenishment and presentation, you will contribute towards ensuring that each visitor has a first class experience.

What's in it for you?

- Becoming part of a friendly and dedicated team
- Learning about one of York's finest buildings
- Meeting people from all walks of life and making new friends
- Fine tuning your excellent communication skills
- Learning new and useful skills
- Personal satisfaction through making a real difference to our visitors' experiences
- Volunteering in a beautiful historic environment

What's involved?

- Providing a warm and friendly service to all visitors to the Hall
- Serving food and beverages to visitors, whilst providing information about our daily dishes and recommendations
- Carrying out replenishment of stock as and when required
- Clearing tables and ensuring that agreed presentation standards are adhered to
- Managing queues at busy times, remaining calm and chatting with visitors about their day
- Recognising and supporting the specific access needs of all our visitors
- Championing and promoting the work of Bedern Hall, explaining the benefits of becoming a Friend of the Hall and making visitors aware that they too can hire the venue for their own events
- Being available from 10.30am to 2.30pm, on your day of volunteering

- Being on your feet (with breaks!) for half a day
- Supporting any other activities relevant to the role, if able and appropriate

This role will suit people who...

- Are confident in talking to a wide range of visitors
- Are friendly and enthusiastic
- Are able to adapt their skills and knowledge to suit different situations
- Are willing to learn new skills
- Are interested in history and local heritage

Extra information

- **Time commitment**

3 hours per shift: once a week or fortnight, or more if you can. Weekends and Bank Holidays especially. Our rota is done 4 weeks in advance so you'll have plenty of notice when volunteer hours are available on days that work for you.

- Training/Resources

All new volunteers will receive have a two-part induction session (4 hours total).

- Part 1 will be about familiarising you with site, providing you with background information and equipping you with useful introductory knowledge of the property's history and key characters.
- Part 2 will focus on introducing the tasks of the role and providing practical details. It will include key health and safety information.

Volunteer Expenses are available.

This role is purely voluntary and does not create a legally binding arrangement or employment contract.

To find out more and apply, please contact Elly Richmond, info@bedernhall.co.uk