

Role Description: Events Coordinator and Assistant Cafe Manager

REFUSE is a not-for-profit social enterprise based in Chester le Street. We intercept food that would otherwise go to waste, and use it to run a Pay What You Decide cafe, a catering company, an access to volunteering scheme, education and engagement projects. Our vision is *to reveal the true value of things, places and people that are unjustly wasted or overlooked*. We intercept 10-13 tonnes of food each month from supermarkets and retailers around the North East. Along with a force of other organisations, activists and campaigners, we've raised awareness of the injustice of food waste at every level, from households and families to businesses and supermarket directors.



We are recruiting an Events Coordinator at REFUSE Cafe to manage our very popular weekly Restaurant Nights, and develop ideas for further events to take place on our cafe premises. We have combined this role with the need for an Assistant Cafe Manager to take on managing our busy cafe on Saturday mornings and one weekday.

The Events Coordinator role would involve organising evening and outside-cafe-opening-hours events at REFUSE Cafe. This includes our very popular Restaurant Nights, which currently run once a week, alongside developing ideas and networks for other events. You would be responsible for finding and managing volunteer chefs, helping produce menus, advertising and marketing the events, managing bookings and menu orders, and managing Front of House service or Kitchen service on the night. Working with our Operations Manager, we would love this role to develop into working on other events on the premises, too - from Christmas fairs to live music and food theatre evenings. We'll need you to network with people who might have ideas for new events, then work on publicity, manage budgets, organise our diary and provide customers with an excellent service.

As Assistant Cafe Manager, your responsibilities will include leading a group of volunteers with varied experience levels and delegating tasks in the busy cafe. The cafe is run by volunteers from all backgrounds, and serves a very diverse audience so this role requires a high level of patience, empathy and the ability to communicate well. You'll also have responsibility for the safety and wellbeing of our volunteers and the cafe space, and will receive training in safeguarding. This will include contributing to the personal development of volunteers and supporting skills-learning during the busy cafe day. You will be the first port of call should any problems arise with either customers or volunteers, so you would need to be quick thinking and able to problem-solve under pressure. You will open up the cafe and oversee the day's preparation and then oversee the clean-down and de-brief at the end of each day. In order to raise awareness of the extent and injustice of food waste, we are looking for someone who believes in our core aims and wants to help create an amazing food surplus cafe.

Key Information

- Part-time role 30 hours per week.
- Employment term: 12 months, including an initial probationary period of 6 months.
- Salary £21,000 pro rata.
- Deadline for all applications is midnight on 31st July – applications received after this date will not be considered.
- Please see the application process below, applications which do not provide the required documents will not be considered.
- Interviews will take place at the beginning of August.
- We will endeavour to contact all applicants as soon as possible to inform them of the status of their application.
- We are aiming for the role to commence in August 2022 but start dates will be discussed at interview.
- If you require any further information, please contact info@refusedurham.org.uk.

Please note that a Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate will be required for the post, but that a clean DBS certificate is not essential for the role - we will consider applicants with a criminal record on a case-by-case basis. If you do not have this in place already we could process this post commencement of the role.

Main duties

Events Coordinator (18 hours per week)

- Manage our restaurant night on Thursday evenings (this day could change)
- Finding and managing volunteer chefs, helping them produce menus
- Advertising and marketing the events through social media and other means
- Manage bookings and menu orders through online software and email
- Manage Front of House service on the night
- Manage and monitor income and expenditure within events at the cafe, make decisions about direction of REFUSE's events to build financial sustainability
- Take a lead on ensuring that our events operate along the highest standards of ethical, waste free and low carbon practices.
- Oversee our work calendar for events and manage allocation of work within a small team. Make decisions about what events and services we do and don't provide based on efficiency and capacity.
- Identify opportunities for growth and development of other evening events at REFUSE. Build a marketing strategy, to build a better understanding of our target audience and ultimately increase the number of event bookings. Produce leaflets, social media posts, menu examples, website pages about events.

Assistant Cafe Manager (12 hours per week)

- One 8 hour full day of cafe management during the week and one 4 hour half day on Saturdays.
- Manage the running of the day's activities from preparation of the cafe, collection of ingredients and volunteer briefing, to clean-down and safe cooling and storage of food.
- Delegate tasks to volunteers taking into account their experience, communication skills and any physical or mental health conditions. Assemble teams recognising the strengths and support needs of individual volunteers so that volunteering at Refuse is a positive experience.
- Oversee the ordering, payment and cash handling processes in the cafe.
- Ensure that our safeguarding, health and wellbeing policies are being adhered to.
- Take responsibility for food safety and hygiene compliance of the cafe, including extensive record keeping on heating, cooling, labelling and food storage.
- Ensure that the cafe is clean, clear and safe. This may include asking individuals to leave the cafe space.
- Make hot drinks including speciality coffees to an exceptional standard (training can be given).
- Regularly post photos, videos on social media.

Person Specification

Essential: You must...

- have excellent IT skills including Excel, Google platforms and use of social media
- have experience in cafes, catering and/or food service
- be passionate about grass-roots environmental and social change, have a good understanding of sustainability and ethical choices around food
- be adaptive and resilient in a fast-paced and new part of the organisation
- be available to work flexible hours, evenings and weekends
- have experience of staff and project management, able to work in a methodical, organised way
- be non-judgmental, inclusive and comfortable working with staff and volunteers from a wide range of backgrounds
- have good communication skills in both written and verbal formats

Desirable: It would be great if you...

- have a clean driving licence
- have experience of managing budgets and financial planning
- enjoy cooking and being creative with food
- have experience with project management software/apps

Application Process

If you are interested in applying, please send the following:

- Covering Letter describing your experience of the main duties and how you meet the person specification above (1 A4 page maximum)
- An up-to-date CV (2 A4 pages maximum)
- Contact details for 2 referees

Please either attach the above to an email and send it to **info@refusedurham.org.uk** with an email subject of **“Events Coordinator”**.