

# Volunteer Role Description

## Cafe Team Volunteer – Front of House

The Wimbledon Guild is a dynamic charity with a longstanding heritage that helps local people to lead a better life by tackling poverty, supporting ageing and encouraging mental well-being. The Wimbledon Guild provides support from the heart of the community by reaching out to people throughout the borough of Merton with a range of services.

Ageing Well at the Wimbledon Guild is a brand new, innovative, and community driven initiative. We are dedicated to supporting older people to remain independent and to meet their personal aspirations. Volunteers play a crucial role in tackling social isolation and promoting independent living for older people in Merton.

### What will I be doing?

- Meet and greet customers
- Take orders for food and drink
- Take payment using the till system (full training provided)
- Serve food and clear away dishes

*“Our volunteers love to engage with people and are great at making people feel welcome.”*

### Is this role right for me?

- Our volunteers don't need any particular qualifications or experience, just a passion for helping others. Any skills or interests you have may be useful so please let us know when you apply.
- Flexibility, patience, and the ability to work in a team are essential, as are having a sense of humour lots of enthusiasm.

### Who will I volunteer with?

- You will be part of the Ageing Well volunteer team helping to improve older people's lives in Merton. You may be leading an activity, but normally you will volunteer alongside one or two other volunteers.

### What is the commitment?

- Our Ageing Well activities take place mornings and afternoons during the week. We have lots of volunteer opportunities so there is flexibility to suit our volunteers.

### What can I expect from The Wimbledon Guild?

- A satisfying and rewarding experience.
- Feeling part of a vibrant and dedicated team.
- Full support from the Wimbledon Guild including a thorough induction to the Guild and your role.
- Training where necessary. This may include disability awareness and mobility assistance training (great for your CV!).
- Reimbursed out of pocket expenses.

Get in touch and make a difference!

*Please be aware some roles will require a criminal record (DBS) check.*

Contact Nick, our Volunteer Coordinator, for more information and an application form.

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