

Sanctuary Café Barista

This part-time role supports the day-to-day running of the Sanctuary Café by preparing and serving hot and cold drinks, light food and refreshments to a high standard. You will help create a warm, welcoming and inclusive café environment for people seeking sanctuary, volunteers, staff and visitors.

You will provide friendly customer service, take orders, prepare drinks and food safely, process payments where required, keep the café area clean and well stocked, and follow all health, hygiene and food safety procedures.

You will always act with integrity, uphold RSG's values, support integration, and help ensure the café remains a safe and respectful space. As an organisation, RSG demonstrates a strong commitment to supporting and promoting refugee leadership

Working closely with the Café Manager, you will contribute to a positive café experience and support an inclusive environment for asylum seekers and refugees.

Job Title	Barista
Contract	Part-time, 15 hours per week
Reporting Responsibilities	<ul style="list-style-type: none"> • Reporting to the Café Manager • Coordinate with café volunteers and staff.
Responsible for	<ul style="list-style-type: none"> • Preparing and serving drinks, light food and refreshments during café opening hours. • Providing friendly customer service and supporting a clean, safe and welcoming café space.
Main Tasks and Accountabilities	

<p>Preparing and serving café refreshments</p>	<p>Responsibilities</p> <ul style="list-style-type: none"> • Prepare and serve hot and cold drinks, including coffee, tea and other café refreshments. • Serve light food, snacks and cakes in line with café procedures and hygiene standards. • Welcome customers, take orders, answer menu questions and provide a friendly café experience. • Use the till or agreed payment system accurately, where required. • Keep the counter, seating area, equipment and utensils clean, tidy and well organised. • Follow food hygiene, health and safety, allergen awareness and safeguarding procedures. • Monitor stock levels during shifts and let the Café Manager know when supplies need replenishing. • Respond calmly and respectfully to customer needs, queries and concerns. • Help open, close and reset the café space before and after service as required. • Contribute to a welcoming, inclusive and supportive environment for people seeking sanctuary. <p>Requirements and skills</p> <ul style="list-style-type: none"> • Previous café, barista, hospitality, retail or customer service experience is desirable. • Ability to prepare and serve drinks and light food safely and consistently; training can be provided. • Good communication skills and a friendly, respectful approach to customers and colleagues. • Able to work efficiently, keep organised and maintain attention to detail during busy periods. • Reliable, punctual and able to work as part of a small team. • Willingness to learn café procedures, drink preparation standards and customer service expectations. • Understanding of confidentiality, boundaries and inclusive practice in a community setting. • Food Hygiene certificate is desirable; training may be provided if required.
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Job Details

Location	<ul style="list-style-type: none"> Refugee Support Group Sanctuary Cafe, Reading. Some events may involve working outside normal office hours. Time in Lieu will be offered.
Hours of Work	15 hours per week
Salary	13.45 hourly rate
Term:	Part-time contract; term to be confirmed
Benefits	<ul style="list-style-type: none"> Holidays: 25 days per annum (pro-rata for part-time hours). Counselling support on request. Free eye tests.

Job Specification

Qualifications / Education / Knowledge	
Knowledge and understanding of the voluntary/community sector	Desirable
Basic IT, till or point-of-sale confidence, or willingness to learn	Desirable
Awareness of the asylum process and refugee challenges	Desirable
Lived refugee experience	Desirable
Experience	
Experience in a café, barista, hospitality, retail or customer service role	Desirable
Experience preparing drinks, serving food or using café equipment	Essential
Experience of working with refugees and asylum seekers	Desirable
Skills and Abilities	
Ability to relate to a wide range of people and provide welcoming customer service	Essential
Good organisational skills and ability to keep work areas clean, stocked and safe	Essential
Good verbal communication skills and confidence speaking with customers, volunteers and staff	Essential

Ability to work cooperatively with colleagues, volunteers and stakeholders	Essential
Personal Qualities and Circumstances	
Open, warm, friendly, compassionate and flexible, with a clear sense of boundaries.	Essential
Uses initiative, Imaginative and creative	Essential
Willingness to work agreed part-time hours flexibly, including occasional events where required.	Essential