

Café and Retail Assistant Work Placement

At Wolves Lane Centre, N22 5JD

About Wolves Lane

The Wolves Lane Centre is a unique place in the heart of Wood Green in North London. We are a horticultural centre and community food growing hub with a mission to make good food accessible to all. We grow and distribute sustainably produced food and plants, and offer a hub for education, enterprise and community events.

We have two thriving growing sites in the heart of Haringey - one at Pasture Gardens and another at Wolves Lane. The Centre has been nurtured by consortium organisations, the Ubele Initiative and Organiclea, dedicated Centre staff and passionate volunteers since 2017. The Centre is home to Blackrootz, the first multigenerational Black-led growing project in the UK, where the older generation share their expertise on growing whilst also supporting youth engagement in their surrounding natural environment.

Job summary

The Café and Retail Assistant will be important in providing excellent customer service and support in our hospitality and retail areas.

This role offers practical work experience, skills development, and employment support. It's ideal for people looking for valuable experience in the hospitality and retail sectors while contributing to the vibrant Wolves Lane Centre community.

Duration: 25 weeks, 2 days a week (Tuesday and either Friday or Sunday)

Reports to: Retail Manager

Pay: £13.15 per hour

Application deadline: Midnight on Sunday 31 May 2024

Interviews: W/C Monday 10 June 2024

Main responsibilities

1. Greet and help customers in a friendly and professional manner, providing information about the Wolves Lane Centre and its products or services.
2. Serve and handle customer orders, including food and drink in our café and products in our store.
3. Make sure products in the shop are displayed well and stock levels are checked regularly.
4. Work with the kitchen team and Retail Manager to create a welcoming and inclusive atmosphere for all visitors.
5. Use the point-of-sale system for sales transactions and accurately handle cash or card payments.
6. Help with food preparation, including making drinks and other light food items.
7. Help clean and wash up in the kitchen.
8. Follow health and safety guidelines for food handling, cleanliness, and equipment maintenance.
9. Work with the team to organise and support events, workshops, and activities at the Wolves Lane Centre.

Person specification – skills, knowledge, ability, commitments

Education and experience

Aged between 18 and 25, or part of a specified beneficiary group (for example, adults with additional needs, refugees).

- You don't need to have experience in hospitality or retail, but a passion for customer service and an interest in these sectors is a plus.

- A willingness to learn and adapt to the demands of the role.

Skills and abilities

- Excellent customer service and communication skills.
- Friendly and approachable, with a positive attitude.
- Ability to work well in a team and on your own.
- Basic computer literacy, including experience with point-of-sale systems such as SumUp (you'll be given training).

Personal qualities

Enthusiasm for providing customers and community members with a welcoming and inclusive atmosphere.

- An interest in organic and sustainable growing, lifestyles and practises.
- Flexibility and adaptability to handle a variety of tasks and customer needs.
- Empathy, patience, and a desire to contribute positively to the Wolves Lane community.

Working conditions

The role involves working in a fast-paced hospitality and retail environment. Work hours may vary. And you may be needed more in the kitchen one week, and in the plant shop the next.

You may be asked to work weekends, evenings and special events to support the Wolves Lane Centre's activities and services.

How to apply

Please read the responsibilities and person specifications above. Then let us know how

your skills and experience make you the right fit for this placement.

Please send us your:

- CV
- completed equality monitoring form
- cover letter (either written or in video form)
- statement of your work/volunteer history

We welcome all applications, even if you feel you don't meet every element of the person specification.

Please send your application with 'Café and Retail Assistant – (your name)' in the email subject line to **jobs@wolveslane.org**.

If you have any questions about the role or need help with your application, please email **jobs@wolveslane.org**.