

Job Title: Café Support Worker

Reports to: Café Co-ordinator

Location: On-site at The Lodge Trust, Market Overton, Rutland.

Job Type: Part-time, 25 hours per week (five 5-hour shifts, scheduled within 9:00am–3:00pm) NB please see further details of the seasonal schedule below

Hourly Rate: £12.95 per hour Pay Point: 1

About Us

The Lodge Trust provides Christian support for adults with learning disabilities, helping each individual grow in confidence, independence and personal fulfilment. Our Country Café welcomes residents, visitors and the wider community, offering quality food and hospitality while creating opportunities for service users to develop practical skills and confidence.

Role Purpose

To support the day-to-day operation of the Country Park Café, delivering high standards of food preparation, customer service, hygiene and hospitality. As an additional responsibility, the postholder supports residents and service users with learning disabilities to participate meaningfully in suitable café activities, developing skills, choice, confidence and independence.

Key Responsibilities and Duties

1. Café Operations and Customer Service

- Assist the Café Co-ordinator and colleagues in the effective daily running of the café.
- Prepare, cook, present and serve meals, refreshments and café products to a high standard.
- Provide friendly, professional front-of-house service, including till and payment duties as required.
- Prepare and replenish service areas, rotate stock and support sensible stock control and waste reduction.
- Respond helpfully to customers and refer complaints or concerns to the Café Co-ordinator.
- Work flexibly during busy periods and contribute practical ideas for improving the café service.

2. Service Users

- Support residents and service users to participate in appropriate café activities and develop catering, hospitality and customer service skills.
 - Encourage choice, confidence and independence, adapting tasks to each person's abilities, interests and support needs.
 - Communicate patiently and respectfully, adapting communication to individual needs and preferences.
 - Promote dignity, privacy, consent and inclusion; assist with personal hygiene or toileting only where appropriate, trained and within agreed responsibilities.
 - Follow individual support arrangements and risk assessments, balancing safety with positive opportunities to develop skills.
 - Recognise and report safeguarding or wellbeing concerns promptly, following Lodge procedures.
 - Share relevant observations about participation, achievements or changes in support needs with appropriate colleagues.
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3. Teamwork

- Work collaboratively with the Café Co-ordinator, kitchen colleagues and wider Creative Enterprises team.
 - Communicate clearly with colleagues and relevant care or support staff to ensure joined-up support.
 - Contribute to a respectful, welcoming team culture and demonstrate the Lodge values: Integrity, Compassion, Accountability, Excellence, Creativity and Collaboration.
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4. Café Standards, Health & Safety and Administration

- Maintain clean, tidy and safe kitchen, café, equipment and storage areas.
- Follow food hygiene, allergen, safe food handling, storage and relevant health and safety procedures.
- Complete required cleaning schedules, food safety checks and other operational records accurately.
- Report hazards, accidents, incidents, equipment defects and maintenance concerns promptly.
- Follow fire and emergency procedures and work within training and competence.
- Complete relevant café administration and accurate, confidential support records on agreed Lodge systems where required.
- Attend relevant meetings, mandatory training, supervision and development activities.
- Maintain confidentiality and follow data protection and safeguarding procedures.

Person Specification

Job Title	Café Support Worker	
	Essential	Desirable
Education/Qualifications	• Good literacy and numeracy for the role • Knowledge of safe food handling and willingness to complete required food safety training • Willingness to undertake relevant safeguarding and support training	• Level 2 Food Safety and Hygiene • Catering or hospitality qualification • Level 2 Diploma in Adult Care • First Aid qualification
Experience	• Experience in a café, kitchen, catering or similar food service setting • Experience of food preparation or service • Customer service and effective teamwork	• At least one year in professional catering • Experience supporting adults with learning disabilities • Canva or social media experience • Busy café or high-volume catering experience
Skills/Abilities	• Practical food preparation and customer service skills • Able to follow hygiene, allergen and health and safety procedures • Able to maintain cleanliness and accurate records • Able to work efficiently and use initiative appropriately • Able to support choice, dignity, independence and participation	• Till or point-of-sale experience • Experience helping others learn practical or vocational skills • Confident use of IT systems

	• Able to adapt communication and recognise safeguarding concerns • Able to work positively as part of a team	
Personal Qualities	• Respect for the Christian ethos and Lodge values • Friendly, compassionate and patient manner • Reliable, punctual and conscientious • Flexible and willing to learn • Respectful of confidentiality and professional boundaries • Able to work the seasonal five-day pattern • Able to travel reliably to the rural Lodge site	• Full UK driving licence • Interest in supporting adults with learning disabilities

Work Schedule

This is a part-time role of 25 hours per week, worked as five 5-hour shifts scheduled flexibly between 9:00am and 3:00pm **plus support for two organisational events on Saturdays each year.**

Autumn/Winter: Monday to Friday. Spring/Summer: Tuesday to Saturday, reflecting increased visitor numbers to the Country Park and Café.

Seasonal changeover dates and daily start and finish times will be confirmed in advance. The postholder must be able to travel reliably to our rural site, which has no public transport service though there is free parking available.

Safer Recruitment Statement

The Lodge Trust CIO is committed to safeguarding and promoting the welfare of adults at risk and expects all staff and volunteers to share this commitment. All roles

are subject to an Enhanced Disclosure and Barring Service (DBS) check, including the Adults' Barred List where the post involves regulated activity.

Applicants already registered with the DBS Update Service will be asked to provide their certificate number and consent for an online status check. Employment will also be subject to verification of identity and right to work in the UK, satisfactory references confirming conduct in previous roles (particularly in care or support settings), and confirmation of qualifications or professional registration where required.

The Lodge Trust CIO follows CQC Regulation 19 (Fit and Proper Persons Employed), Schedule 3 evidence requirements, and Skills for Care safer recruitment guidance to ensure all staff are suitable and safe to work in social care.

Line Manager:	Signature & Date:
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Employee:	Signature & Date:
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Setting Up For Success Meeting

The line manager and employee will meet to discuss this job description, clarify responsibilities, agree the support and development needed to succeed, and provide an opportunity for questions. Signing confirms that the role has been discussed and understood.