



Deer Shed Café Front of House Assistant

Job Description

Location: Alfreton Park

Organisation: The Deer Shed (Registered Charity)

Salary: £12.90 per hr - £12,745 PA basic

Hours: 19 per week + additional hours as required worked over 7-day period

Contract: 5wks holiday per annum – pro rata (plus public holidays – pro-rata)

Responsible to: Project Manager

About The Deer Shed

The Deer Shed is a charity dedicated to improving the long-term prospects of young people with additional needs. Our mission is to help people:

- Discover their potential
- Grow in confidence
- Gain skills for life
- Secure paid employment

The Deer Shed Café is an exciting social enterprise located in the beautiful surroundings of Alfreton Park. The café aims to provide high-quality homemade food and excellent customer service while creating meaningful training and employment opportunities for young people with additional needs.

Purpose of the Role

The primary purpose of this role is to support young people with additional needs and learning disabilities as they complete their training placements at The Deer Shed Café. You will encourage, coach and guide trainees, helping them to develop practical hospitality, customer service and employability skills while building confidence, independence and self-esteem within a supportive and inclusive environment.

Alongside supporting trainees, you will play a key role in the day-to-day front-of-house operation of The Deer Shed Café, ensuring a welcoming and positive

experience for customers, visitors and trainees. This is a hands-on position requiring patience, flexibility and the ability to balance customer-facing responsibilities with meaningful support for young people.

Working as part of a close-knit team, you will contribute to creating positive experiences and outcomes for trainees while supporting the wider charitable aims of The Deer Shed.

Responsibilities and Duties

Front of House Responsibilities

- Welcome customers and visitors, ensuring a positive and inclusive atmosphere.
- Prepare and serve hot and cold drinks and light refreshments.
- Operate the till and process customer transactions accurately.
- Support trainees in developing customer service and front-of-house skills.
- Maintain high standards of customer care at all times.
- Keep café dining and customer areas clean, organised and welcoming.
- Assist with stock rotation, merchandising and replenishment of front-of-house supplies.
- Respond professionally to customer enquiries and feedback.
- Support events, functions and community activities delivered through The Deer Shed.

Health, Safety and Safeguarding

- Comply with all Health & Safety, Food Safety and Safeguarding policies and procedures.
- Ensure trainees, staff, volunteers and customers work within a safe environment.
- Report accidents, incidents, hazards and safeguarding concerns promptly.
- Follow risk assessments and maintain safe working practices at all times.

Supporting Trainees

- Support young people with additional needs and learning disabilities to participate fully in training placements.
- Deliver practical coaching and guidance in hospitality, customer service and workplace skills.
- Encourage trainees to develop confidence, independence and employability skills.
- Adapt support and training methods to meet individual learning needs and abilities.
- Promote positive behaviour, wellbeing and inclusion.
- Act as a positive role model, demonstrating professional standards and workplace expectations.
- Monitor trainee progress and provide constructive feedback to support development.
- Contribute to training records, reviews and reporting as required.

General Responsibilities

- Work flexibly to meet the needs of the café and training programme.
 - Attend team meetings, training and supervision sessions.
 - Promote equality, diversity and inclusion in all aspects of work.
 - Support the aims, values and objectives of The Deer Shed Charity.
 - Undertake any other reasonable duties consistent with the role.
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Person Specification

Essential

- Experience working in a customer-facing, hospitality, retail or community setting.
- Experience supporting young people or adults with additional needs.
- Excellent communication and interpersonal skills.
- Ability to motivate, encourage and support others.
- Good organisational skills and attention to detail.
- Understanding of safeguarding and professional boundaries.
- Ability to work effectively as part of a team.
- Patient, flexible and positive approach to supporting others.

Desirable

- Experience within a training, education or employability setting.
- Food Hygiene Certificate.
- First Aid qualification.
- Knowledge of SEND, learning disabilities or supported internships.
- Experience of working within a charity or community organisation.

Key Attributes

- Patient and encouraging.
- Positive and solution-focused.
- Reliable and well-organised.
- Passionate about food quality and customer experience.
- Flexible and adaptable.
- Committed to helping young people achieve their potential.

The Deer Shed is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Successful applicants will be subject to appropriate pre-employment checks, including an enhanced DBS check.