



The Hornbeam Community Café – Café Assistant

Are you interested in learning more about organic, sustainable food production? Do you want to pursue a career in catering? The Hornbeam is recruiting a group of enthusiastic and committed volunteers to lead the running of its organic, vegan café during weekdays.

Purpose of the role

The cafe offers good quality local, organic and tasty vegetarian food, and in order to promote & reinforce the benefits it is important we provide a friendly and efficient service to our customers. This role includes customer interaction, handling cash and keeping the cafe area clean and welcoming. This opportunity will be supported by training in sustainable catering, including low-impact suppliers, food safety, and barista skills.

Tasks *(example of tasks you may be asked to carry out)*

- ⤴ Talking to customers and liaising with café/kitchen staff.
- ⤴ Taking food orders and sending them to the kitchen.
- ⤴ Serving customers food and beverages.
- ⤴ Washing up dishes.
- ⤴ Clearing tables and generally helping to keep the café space clean.
- ⤴ Adding up bills and handling money: taking money and giving change.
- ⤴ Recycling and composting.
- ⤴ If you want to help with events: serving snacks alcoholic and non-alcoholic drinks to an eclectic crowd

Qualifications Required *(skills, attitudes and knowledge)*

- ⤴ Good at handling money
- ⤴ Friendly attitude
- ⤴ Good personal hygiene and can be very health and hygiene aware whilst on duty
- ⤴ Good communication skills

What we offer

- ⤴ Taster volunteer sessions
- ⤴ Induction and training
- ⤴ Regular review sessions
- ⤴ Lunch (free meal if working more than 4 hours) and travel expenses
- ⤴ Insurance
- ⤴ References
- ⤴ Additional support for people with mental health or learning difficulties.

Your benefits

- ⤴ Meet new people & be part of a team
- ⤴ Learn new skills & gain experience in customer service, vegan/vegetarian food and generally running a cafe
- ⤴ Making a difference in the community
- ⤴ Attending volunteer events

Time Commitment

3 to 8 hours for one or two days a week on Monday through to Saturday between 10am and 5pm (preferably covering 12noon till 3pm). We also require volunteers who can do evenings as we host occasionally events such as the Open Mic Night.

Contact Details

Who: Ingrid

Phone: 020 8558 6880

Email: volunteering@hornbeam.org.uk

Address: Hornbeam Centre

458 Hoe Street, Walthamstow, London, E17 9AH

Opening Times: 11am till 4pm on Monday to Friday & 10.30am to 5pm on Saturday

Volunteer Profile

Tess Harris, Hornbeam Café



I started volunteering in the Hornbeam Cafe about three months ago. I just came in as a customer and immediately liked the environment and how I was treated by the staff and volunteers. I felt that it was a friendly and inclusive place, so when I heard there was a chance to volunteer I said - pick me!

I work as a senior volunteer in the cafe two days a week now, serving customers, preparing food and training new volunteers. It's lovely to get to know the customers and help facilitate the use of the space - for example, I've enjoyed working with John Fell to display and promote his reclaimed wood carvings. I like knowing how to make a range of fancy coffees and serve people great local food.

The Hornbeam is a really good environment to be a volunteer. Even when I'm working on my own in the cafe I know that everyone in the rest of the building is friendly and eager to help. I can just stop anyone walking through and they will do what they can to be useful!

I really love that volunteering has allowed me to get to know such a wide range of people. I get to meet others - both volunteers and customers - who are interested in sustainable living, and I don't think I would have met them if I wasn't volunteering here.

I enjoy feeling a sense of ownership of the cafe, something that makes a big difference to someone as newly arrived in the country as me.

In the future I'd like to explore some other volunteering roles at Hornbeam, and learn more about cooking. And, because I love gardening, I'd also love to visit the nursery at Hawkwood.