



Northmoor Community Association Volunteering Role Description

Northmoor Community Diner Cook/Baker

About Northmoor Community Association

Northmoor Community Association (NCA) is an independent charity set up by the local community in 2000, based in Longsight, Manchester; it is made up of two parts: Northmoor Community Centre and Social Enterprise Northmoor Community Laundrette. NCA is run with an emphasis on relieving poverty, promoting health & wellbeing, advancing skills & learning and enhancing the quality of life for the people who engage with us and use our services - this is a reflection of our mission and volunteer designed and community endorsed logo. Today the NCA is an integral part of a diverse community that is tackling multi levels of deprivation and we fulfil our mission by offering a wide range of services and activities for all ages, all of which are delivered by a dedicated team of staff and volunteers who have a variety of skills and knowledge. The majority of services we offer are free of charge so we rely on many different sources of funding to keep the services open; we also host a range of other free services that are delivered by other local charities or partner organisations.

Description of Northmoor Community Diner

The idea behind the Diner is to create a welcoming space for anyone to take a seat, enjoy a freshly cooked meal, meet members of their community and find out what's going on in the area. The Diner has a Level 5 Food Hygiene rating and is open to everyone in the community every Wednesday 12-2pm. There is a different meat (halal) dish, vegetarian dish and cake cooked every week by our staff and volunteers. There are no set prices for the food but we do accept donations to help keep the service open.



Main Tasks

- Helping with the kitchen opening checks, such as cleaning surfaces and taking the fridge temperatures
- Adhering strictly to the Food Hygiene process as covered in the online training, including clearing up as you go, washing hands regularly, using the correct chopping board etc
- Assisting the staff to prepare the ingredients for the meals and taking direction from the manager
- Using the various ingredients provided to preparing a meal/bake a cake using the instructions on the recipe
- Minimising food waste and recycling food and other items where possible
- Keeping a log of all the ingredients used in the dish and which ones that need to be stated as allergens
- Plating up the food in controlled portion sizes and serving it to customers
- Be friendly and communicate with customers, such as telling them food service updates
- Taking part in the 'working group' with the other staff and volunteers; this is a discussion after each session where we discuss how things went, talk about menus and have Food Hygiene reminders.

Skills, Experience and Qualities needed

- To be able to take direction but also be self motivated and work from your own initiative
- To work well as part of a busy, diverse team
- Good communication and English Language skills for interacting with staff, volunteers and customers
- To be polite, friendly, helpful and patient
- To be able to work flexibly and adapt to the varying needs of the customers
- A commitment to Equal Opportunities, treating all individuals equally and with respect
- An understanding and commitment to Confidentiality, Safeguarding and GDPR standards

Commitment

Wednesday 09:30-14:30 - (half hour break with lunch included)

The project is open every Wednesday all year round (except it is closed all of August and one week over Christmas)



Inductions and Training provided

A full volunteer induction and introduction into the project. You would not be expected to fulfil all aspects of the role immediately; there is the opportunity to shadow staff and other volunteers and learn over time.

It is required by law for everyone preparing food for the public to have completed Food Hygiene Level 2 training; we provide this training free through an online course which must be completed before you start in the kitchen. Being aware of Food Allergies is essential when preparing food for people; we also provide this training free through an online course which must be completed before you start in the kitchen. Both these courses are industry standard courses that you gain a certificate for on completion.

- Food Hygiene Level 2 (Essential - to be completed before you start)
- Food Allergen Awareness (Essential - to be completed before you start)
- Safeguarding for everyone (Essential - to be completed within 1 month of starting)
- Health and Safety Level 1 (aspirational)
- COSHH (aspirational)
- Diversity Training (aspirational)



The Benefits

- You are entitled to a free lunch from the menu that week
- You will be paid out-of-pocket expenses such as bus fare
- We provide a professional reference for you after completing 30 hours over 3 months
- You can take advantage of all the free courses, training, events and services we have here at the centre
- You can gain valuable experience which will help improve your job prospects
- You will be invited to all the staff and project meetings and have your thoughts and suggestions heard
- You will meet other volunteers and can be part of the Volunteer Steering group
- You will be celebrated as a volunteer in our Volunteer Celebrations twice a year
- You will feel a sense of reward at helping your local community and meeting a diverse range of people

Interested?

As you can not go in the kitchen till you have done your training, you can not do a taster session of the role. You can, however, come to the Diner between 12-2pm every Wednesday to meet the team and see what it's all about or you could do a taster session of the Diner Customer Service role.

Speak to Volunteer Coordinator Fiona to arrange a taster session of the Customer Service role, or to book onto the training, or to ask a question:

Call: 0161 248 6823

Email: Fiona@northmoorcommunity.org

Website: www.northmoorcommunity.co.uk

Address: Northmoor Community Centre,
95-97 Northmoor Road (entrance on Elgar Street),
Longsight,
Manchester,
M12 5RT



We can make reasonable adaptations to this role to meet your learning and support needs
You have a right to refuse demands that are beyond the stated and potential scope of the role