



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

- Setting up: putting out the tables and chairs, laying the tables, arranging the beverages and utensils
- Write the day's menu and allergen list on the display boards
- Welcoming customers and ensuring they sign in or fill in the registration form if its their first time
- Taking customer orders: writing the order and communicating it to the kitchen and adding it to the tally log
- Taking plates out to the customer and clearing away empty plates and keeping tables clean
- Be friendly and communicate with customers, such as telling them food order updates
- Helping the kitchen to wash plates and utensils during food service times
- Encouraging customers to fill in feedback forms and giving them leaflets about our latest news or events
- Adhering strictly to the Food Hygiene process as covered in the online training
- 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.
- Putting away Diner equipment, cleaning surfaces, washing up, putting tables and chairs away, vacuuming

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 10:30-15:30 - (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 serving food to 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. Being aware of Food Allergies is important when serving customers food, so it is highly recommended that you complete this free online course too. 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)
- Safeguarding for Everyone (Essential—to be completed within 1 month of starting)
- Manual Handling Awareness (Essential—to be completed within 1 month of starting)
- Food Allergen Awareness (recommended)
- Health and Safety Level 1 (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 full 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 role without going in the kitchen.

Speak to Volunteer Coordinator Fiona to arrange a taster session, 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.