

Volunteer Role Profiles

The Olive Branch Coffee Shop C.I.C.

Four Oaks Baptist Church, Grange Lane, Sutton Coldfield, B75 5JX

These role profiles outline the different volunteer roles within The Olive Branch Coffee Shop. Each role is designed to be supportive, supervised and flexible, with clear boundaries to keep everyone safe and confident.

Front of House Volunteer (Customer Welcome & Service)

Purpose of the Role

To help create a warm, friendly and welcoming environment for customers by supporting front-of-house service and maintaining a clean, comfortable space.

Key Responsibilities

- Welcoming customers and offering a friendly presence
- Serving hot and cold drinks prepared by staff or trained volunteers
- Serving food that has already been prepared
- Clearing and cleaning tables
- Washing up crockery and cutlery
- Wrapping cutlery and preparing the front-of-house area
- Supporting staff with general front-of-house tasks

Role Boundaries

Front of House Volunteers **must not**: - Handle cash or card payments (unless explicitly trained and authorised) - Handle raw food - Make allergen decisions or give allergen advice - Work unsupervised

Skills & Qualities

- Friendly and approachable
- Willing to help and learn
- Reliable and punctual
- Enjoys interacting with people

Support & Supervision

You will be supervised by a member of staff at all times and given clear instructions and support.

What's in It for You?

- Build confidence in welcoming and interacting with people
 - Develop customer service and teamwork skills
 - Be part of a friendly, supportive community environment
 - Gain experience that can support work experience, CVs or future roles
 - Enjoy being part of a role where you can clearly see the positive impact you make
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Barista Support Volunteer (Drinks Preparation)

Purpose of the Role

To support the preparation and serving of hot and cold drinks, helping ensure a consistent and enjoyable experience for customers.

Key Responsibilities

- Preparing hot drinks (e.g. teas, coffees) following training and guidance
- Using coffee machines and equipment once trained
- Operating the till once trained
- Keeping the drinks area clean and tidy
- Restocking cups, milk and supplies as directed
- Serving drinks to customers in a friendly manner

Role Boundaries

Barista Support Volunteers **must not**: - Make allergen decisions or provide allergen advice
- Handle cash or card payments (unless authorised) - Use equipment without training.

Skills & Qualities

- Friendly and approachable
- Calm and focused
- Willing to follow instructions
- Comfortable learning simple processes
- Enjoys working as part of a team

Support & Supervision

Training will be provided before using any equipment. A staff member will always be available to support you.

What's in It for You?

- Learn practical barista and drink-preparation skills
 - Build confidence using equipment with proper training
 - Develop focus, routine and attention-to-detail skills
 - Work as part of a close, supportive team
 - Gain experience that may be useful for hospitality or customer-facing roles
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Kitchen Support Volunteer (Food Preparation & Back-of-House Support)

Purpose of the Role

To support the kitchen team with light food preparation and back-of-house tasks, helping the coffee shop run smoothly.

Key Responsibilities

- Preparing light meals according to orders that come in
- Plating or serving food that has already been prepared
- Batch cooking when necessary (i.e. soup or chilli)
- Washing up pots, pans and kitchen equipment
- Keeping kitchen surfaces clean and tidy

Role Boundaries

Kitchen Support Volunteers **must not:** - Make allergen decisions or give allergen advice - Use equipment they have not been trained on

Skills & Qualities

- Willing to follow hygiene and safety rules
- Happy working behind the scenes
- Reliable and methodical
- Comfortable working as part of a team

Support & Supervision

All kitchen volunteers will be shown tasks step-by-step and are required to complete a Level 2 Food Hygiene and Safety Certificate. A member of staff will always be available to support you.

What's in It for You?

- Learn basic food preparation and kitchen hygiene skills
 - Gain confidence working in a structured, calm environment
 - Develop reliability, organisation and teamwork skills
 - Enjoy a role that supports others behind the scenes
 - Build experience that may help with future kitchen, catering or hospitality roles
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Flexibility

Volunteers may help across more than one role depending on confidence, training and availability. No volunteer will be asked to do anything they are uncomfortable with or not trained to do.

Thank You

Every role plays an important part in making The Olive Branch Coffee Shop a welcoming community space. Thank you for the time, care and energy you bring.