



Newport Minster – Minster Cafe Volunteer Role Profile

Role	Minster Cafe Volunteer
Location	Newport Minster
Times/days	As per rota – weekly commitment preferred
Reporting to	Commercial Officer and Community Engagement Coordinator
DBS level	DBS not required for this volunteer role

The Minster is the principal church of the Isle of Wight, a Grade 1 listed building, and is a focus for both church and community from all parts of the Island. It is a venue for major church festivals, and recognises the distinctive nature of the Island community.

As a place of worship, we host Island civic and major services welcoming around 700 people to our Remembrance Day Service.

As a place of historic interest, we welcomed 30,000 visitors each year before the pandemic to discover our fascinating history going back almost 1000 years. Visitors also seek a quiet and reflective space for prayer or contemplation.

As a spiritual focus for the Island we enjoy diverse occasions such as live music, theatre, community events and provide and a point of engagement with those of other faiths or no faith. We regularly host exhibitions showcasing local artists and local history. The Minster is used as a place of learning providing lectures by local societies and as a space for educational visits. Our weekday café provides refreshments and companionship for those visiting the Minster.

The Minster is a registered charity and relies on volunteers in all areas of our work. We welcome applications from people of all faith/no faith backgrounds for this role.

Minster Cafe Volunteers

Our Minster cafe volunteers will be an important part of our visitor welcome. You will need to offer a warm welcome to our visitors and a high level of customer service. Our café will be offering hot and cold drinks, small plates and cakes to visitors and locals alike. As a café volunteer you may be producing the food and drink for customers, serving on the till, clearing tables and washing up.

We will need our volunteers to adhere to food safety laws and guidelines. This will include daily record keeping, completing logs and checks. Full training will be given, all volunteers in this role will need to complete level 2 in Food safety.

Café volunteers will need to set up and clean down (depending on their shift times) as part of this role. This will include cleaning, cashing up and locking up the kitchen.

Minster Cafe volunteers may also be required to volunteer at events, but notice will be given.

Person Specification:

We are looking for people who:

- Have a friendly, welcoming and approachable manner
- Have a positive attitude
- Are confident completing and maintaining records
- Are interested in local history, culture and community
- Can work effectively in a team of volunteers
- Can be flexible in their approach to work and work on their own initiative
- Are reliable and can commit to regular days and times to fulfil a rota

Other information

Training will be given for this role including

- Customer service
- Visitor welcome
- Dementia friends
- History and heritage
- Basic Safeguarding Awareness
- Food safety level two

A full induction will also be carried out.

All volunteers must provide two references and complete a volunteer application form.

Minster Cafe volunteers may be required to work some evenings and weekends.

This role will be based at Newport Minster, St Thomas Square, Newport