



Café Support Worker



30hrs worked flexibly across a seven day rota



Cafe Manager



Enhanced DBS



Level 1 Catering/Hospitality (Desirable)



Brandon Cafes at Grimsbury Farm

Purpose:

The purpose of this role is to support people with learning disabilities and autistic people to build confidence, independence and employability skills through meaningful work in a thriving commercial café. Café Support Workers provide personalised coaching and practical support while helping to deliver high-quality food, customer service and a safe, welcoming environment. Through everyday workplace experiences, they enable supported employees and trainees to develop catering, hospitality and customer service skills and to progress towards their personal goals.

Objectives:

Personalised Workplace Support

- Deliver high-quality, person-centred support tailored to each person's needs, preferences, goals and learning style.
- Work alongside supported employees and trainees during café activities, providing practical guidance, encouragement and positive role modelling.
- Promote independence by enabling people to take an active role in their work, make informed choices and build confidence.

Skill Development and Employability

- Support people to develop practical catering, food preparation, hospitality and customer service skills.
- Help people build wider workplace skills, including communication, teamwork, timekeeping, organisation and personal responsibility.
- Support people to set achievable goals, recognise progress and prepare for future training, volunteering or employment opportunities.

- Adapt coaching and communication approaches so that information and tasks are accessible to each individual.

Food Preparation and Customer Service

- Prepare, cook and present food and drinks to a consistently high standard, following agreed recipes and procedures.
- Provide welcoming, professional and inclusive customer service at all times.
- Contribute to the efficient day-to-day operation of the café, including serving customers, handling café tasks and maintaining well-organised work areas.

Health, Safety and Wellbeing

- Maintain clean, tidy and well-organised kitchen, serving and seating areas.
- Follow food hygiene, allergen, health and safety, safeguarding and risk-management procedures in line with legislation and Brandon Trust policies.
- Use equipment and materials safely and correctly, reporting hazards, incidents and concerns promptly.
- Support people to understand safe working practices and to take appropriate responsibility within the café.

Relationships and Communication

- Use clear, respectful and accessible communication, including non-verbal methods where required.
- Build positive relationships with supported employees, trainees, volunteers, customers, colleagues, families and other professionals.
- Advocate for each person's voice to be heard in decisions about their support, development and workplace goals.

Recording, Reporting and Compliance

- Keep accurate and timely records of support, learning progress, incidents and outcomes.
- Follow all organisational policies and procedures, including safeguarding, data protection and confidentiality.
- Contribute to reviews, audits and service improvement activity to maintain quality and compliance.

Teamwork

- Work collaboratively with the Café Manager, café team and wider colleagues to provide consistent support and a positive customer experience.
- Contribute actively to team meetings, shared problem-solving and improvements to the café and its training opportunities.

Continuous personal development

- Actively engage in supervision, food-safety training and ongoing professional development to maintain and improve knowledge and skills.

Key Relationships

- Café Manager
- Assistant Café Manager
- Café Assistants
- Supported Employees
- Trainees

- Volunteers
- Customers
- Suppliers
- Brandon Trust colleagues

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role					What this means
Data Literacy						People at this level understand the basics of collecting and using data safely.
Digital Skills						People at this level understand the basics of using digital tools and staying safe online
Governance and Compliance						People at this level understand the basic rules, policies, and safety steps the organisation must follow
Commercial Awareness						People at this level understand simple financial ideas and know why it is important to use money and resources responsibly.
Health and Safety						People at this level know the basic health and safety rules and follow them to help keep the workplace safe
Inclusion						People at this level know that everyone should be treated fairly and with respect

BEHAVIOURS - VALUES

Behaviour	Level required for role					What this means
Equip						People at this level know that being prepared and working in a steady way is important, but they still need some help to do it well.
Involve						People at this level know that involving others is important, but they still need help to do it well
Support						People at this level know that helping others is important, but they still need some guidance to do it well.
Recognise						People at this level know that clear communication, good listening, and responding to others are important, but they still need some support to use these skills well.
Challenge						People at this level know that adapting, taking risks, and taking responsibility are important, but they still need some guidance to use these behaviours well.

SPECIALIST SKILLS

Behaviour	Level required for role					What this means
Ingredient Quality, Storage & Freshness Management						People at this level follow simple steps to check that ingredients look and smell fresh, keep them in the right place, and ask for help when unsure.
Allergen Control, Cross-contamination Prevention & Food Safety Hazard Awareness						People at this level learn basic allergen names, follow simple colour-coded tools, and keep raw and ready-to-eat foods apart when shown how.
Food Preparation, Cooking, Plating & Labelling						People at this level follow simple steps with help: measure, chop and mix safely, plate as shown, and add basic labels when asked.
Kitchen Equipment Operation & Premises Safety						People at this level use simple equipment safely when shown, keep the area clear, and tell a supervisor about problems straight away.
Temperature Logs, Cleaning Schedules, Allergen Logs & Traceability Records						People at this level write down simple readings and tick cleaning boxes when shown, and keep forms neat and readable.
Waste Reduction, Recycling & Sustainable Sourcing						People at this level sort basic waste correctly, avoid obvious food waste and keep areas tidy so recycling is easy.
Kitchen Health & Safety						People at this level follow simple safety rules: hot, sharp, heavy and wet areas are handled with care, and hazards are reported at once.
Allergen Management						People at this level follow simple allergen rules, use the right tools and labels and ask for help when they are not sure.
FSA Compliance						People at this level follow basic hygiene rules, keep simple records as shown, and ask for help if they see something unsafe.
Workplace Coaching & Support						People at this level support individuals to learn workplace tasks through demonstration, encouragement and positive role modelling. They help people build confidence, independence and workplace skills through day-to-day activities.

COMPETENCIES

Behaviour	Level required for role					What this means
Attention to Detail						People at this level understand that accuracy is important but need support to keep a steady focus on detail.

Crisis Management					People at this level understand why crisis management matters and need support when dealing with high-pressure situations.
Customer Focus					People at this level deliver excellent customer service and support others to develop confidence and skills when working with customers.
Emotional Intelligence					People at this level see that emotions matter at work and look for guidance to manage them well.
Initiative					People at this level recognise the importance of taking initiative but needs encouragement to act independently.
Judgement					People at this level understand the need for sound judgment but require support in making well-informed decisions.
Planning and Organising					People at this level understand the importance of planning but need guidance in structuring work effectively.
Problem Solving					People at this level understand the importance of problem solving but need guidance to find and use solutions effectively.
Resilience and Perseverance					People at this level understand the importance of perseverance but need support in managing setbacks.
Self Motivation					People at this level recognise the need for motivation but require encouragement and structure to maintain consistency.
Teamwork					People at this level understand the importance of teamwork but require guidance in contributing effectively.