



## Job Description

<b>Role title</b>	<b>Events &amp; Hospitality Bank Staff - 2024/2025</b>
<b>About Us</b>	<p>Spring Community Hub exists to ensure that no one in our community goes hungry. But we don't just provide food – we work alongside people to help them escape poverty, build confidence, and find community.</p> <p>We offer a range of support including advice and advocacy services (employment, immigration), youth clubs, holiday activities, women's groups, a clothing bank, and food-related services such as a food bank, social supermarket, and now, our growing network of <b>community cafés</b>.</p> <p><b>Mission</b></p>

	<p>The mission of SCH is that through a 'Community Hub' and full activity programme, local people in or at risk of crisis will be supported along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p><b>Vision</b></p> <p>Our vision at Spring Community Hub is to tackle food insecurity and hunger before people find themselves in crisis. We want to see equality in our communities and be a vehicle for positive and lasting change in our clients so that they never need a Food Bank again.</p> <p><b>Values</b></p> <p>These are our Principles, ideals, and characteristics that define the culture, standards and aspirations of the organisation.</p> <p>An organisation that is driven by people with integrity and commitment to the cause.</p> <p>We believe in leadership, development, growth, and continual learning.</p> <p>Ensuring fairness, equity and equality.</p> <p>Creating a place of respect, kindness and dignity for all.</p> <p>A healthy environment where people have fun and can be creative.</p>
<p><b>Salary</b></p> <p><b>Contract</b></p> <p><b>Hours of work-</b></p>	<ul style="list-style-type: none"> <li>• London Living Wage Employer (£13.85/hour)</li> <li>• Bank/Casual (as and when required)</li> </ul> <p>Spring Community Hub sites in Southwark, Lewisham &amp; Havering (including cafés, events, and community venues)</p>

<b>Main Purposes of Job and Key Tasks</b>	<p>We are looking for enthusiastic and reliable Events &amp; Hospitality Bank Staff to support the smooth running of our cafés, community events, and hospitality services. This is a flexible role, perfect for those looking to gain experience in customer service, hospitality, and community work.</p> <p><b>Primary duties include:</b></p> <ul style="list-style-type: none"> <li>- Provide excellent customer service at cafés, community events, and functions.</li> <li>- Assist with setting up and packing down venues, including tables, chairs, and catering areas.</li> <li>- Serve food and drinks in a professional, friendly manner.</li> <li>- Support kitchen and café teams with food preparation, cleaning, and washing up.</li> <li>- Follow health and safety and food hygiene procedures at all times.</li> <li>- Work collaboratively with staff and volunteers to deliver high-quality service.</li> <li>- Represent Spring Community Hub with warmth and professionalism.</li> </ul>
<b>Person Specification</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Friendly, approachable, and a good team player.</li> <li>• Reliable, punctual, and willing to work flexible shifts.</li> <li>• Ability to follow instructions and adapt to different environments.</li> <li>• Commitment to providing respectful, inclusive service to all.</li> </ul> <p><b>Desirable:</b></p>

	<ul style="list-style-type: none"> <li>• Previous experience in hospitality, catering, or events.</li> <li>• Food Safety Level 2 (training can be provided if not already held).</li> <li>• An interest in community work and supporting others.</li> </ul> <p><b>This role is subject to a Disclosure and Barring Service (DBS) check.</b></p>
<b>Commitment to Equal Opportunities</b>	<p>All Staff, Contractors, Freelancers and Volunteers have a legal and moral responsibility to ensure that Spring Community Hub is free from discrimination, harassment and bullying</p> <p>We are an equal opportunities employer and we welcome applications regardless of sex, gender, and race, age, belief in any religion and none, gender identity, ethnic origin, class, sexuality, nationality, appearance, unrelated criminal activities, disability, responsibility for dependents, part-time or shift workers, being HIV positive or living with AIDS, lived experience of Significant Poverty or Inequality and any other matter which causes a person to be treated with injustice.</p> <p>We believe diversity is a strength, and our aim is to make sure that SCH reflects the communities we serve.</p> <p>SCH is consciously working towards our organisation being a place where everyone can bring out their skills and talents and make their best contribution to our mission to support our guests along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of Significant Poverty and Inequality and people from all marginalised groups, communities and backgrounds.</p>
<b>Responsible for staff/equipment</b>	Volunteers/Phone/Laptop/Kitchen Equipment

<b>Reporting to...</b>	<ul style="list-style-type: none"> <li>• Cafe and Service Manager</li> </ul>
<b>Why Join us / Benefits</b>	<ul style="list-style-type: none"> <li>• A warm, welcoming and passionate working environment.</li> <li>• People-focussed with a friendly and supportive workplace culture</li> <li>• We are a London Living Wage Employer</li> <li>• An active commitment to equality and diversity</li> <li>• We offer continuing opportunities for learning, and personal and Professional development together with regular supervision, training and support for all our staff and Volunteers.</li> <li>• Frequent Team Away Days and Celebrations, as part of a friendly and collaborative team</li> </ul>
<b>How to Apply</b>	<p>Interested candidates should first complete the application form. Then, if suitable will be invited to forward their CV and a maximum of an A4 cover letter stating what makes you suitable for the role to the Operations Manager @ <a href="mailto:recruitment@springcommunityhub.org.uk">recruitment@springcommunityhub.org.uk</a></p> <p>Once your application has been reviewed we will contact you by phone for an initial conversation.</p> <p>Closing Date: This is on a rolling basis.</p>
<b>Application process:</b>	<ol style="list-style-type: none"> <li>1. Fill in attached application form</li> <li>2. You will then be invited to submit your CV with a Supporting Statement.</li> <li>3. If you are shortlisted you will be invited to a formal interview which will consist of a presentation and/or practical task plus a panel interview which will last up to 1hr</li> </ol>
<b>Accessibility</b>	<p>We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional</p>

	support as you apply for a role, please contact our Head of Compliance and Development ( <a href="mailto:selina.boshorin@springcommunityhub.org.uk">selina.boshorin@springcommunityhub.org.uk</a> ) to discuss how we can help.
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