Bounty Club Café Coordinator – Job Specification



The Bounty Club picks up fresh food from retailers and wholesalers and gets it to people in need.

It runs from Harlow Town centre, offering a low-cost bag of fresh food to households on a tight budget. We pick this up from wholesalers every weekday, saving it from becoming landfill waste and making it available to those who might otherwise hit crisis point.

The Bounty Club has been Operating for over 18 months and has recently developed in scale, offering a wider variety of longer life foods and household essentials as a 'Social Supermarket'.

The Club now has over 3,000 registered members. On a typical week around 600 come through our doors. We have added a new facility alongside the shop, which is a daily café run from the church hall adjacent to the food outlet at St Paul's Church. The café runs from 10 am to 2pm, and this role is expected to operate from 9am – 3pm.



Reporting to the General Manager of the Harlow Foodbank and Bounty Club this role delivers the Bounty Café in harmony with all other aspects of the Bounty Club's objectives and operations.

Salary £21,058 (£24,568 pro rata for 30 hours)

The café has twin objectives: food-provision and social support.

It is designed to be:

- somewhere to get a snack, low-cost meal or refreshments when in town
- a place where people can socialise and find friendship
- a place to seek help or advice from supportive agencies or experts
- a hub where members benefit from meeting each other: through leisure or skill-sharing activities
- a bridge to programmes for collective social action – through MRCT's 'Harlow Hive'



The role is suited to a person with strong organisational and interpersonal skills. Alongside this they need the capacity to recognise what will improve the lives of participants. They should be a good team worker, working comfortably alongside volunteers who help operate the café and other staff in the project: together making something new happen out of the skills and abilities of those who come along. It is a role for someone who enjoys being playful, creative and outgoing.

Role tasks:

- Overseeing the operations of a community support café for the Bounty Club based in St Paul's Church Hall - operating weekdays daily, ensuring that it is well maintained and attractively presented to customers and guests.
- To take the lead in the delivery of the Bounty club café, modelling the café ethos and encouraging all who work there to create a warm and welcoming atmosphere.
- Working with the Bounty Club team (in particular the Volunteer Manager) to develop a roster of volunteers and schedule of community development activities so that the café serves as a meeting point for informal but structured events and shared pastimes.
- Working with MRCT's Operations Manager to ensure that the café operates to legal standards of health and safety, and offers appropriate customer service.
- To ensure that operations of the café are in harmony with all other aspects and protocols of the Bounty Club.
- To oversee the financial and catering transactions at the café, ensuring takings and expenditure are monitored and money banked by the Bounty Club Cashier.
- Working with the Volunteer Manager, to train and oversee volunteers, roster and check in teams to deliver the operations of the café.
- To communicate to users the social purpose of the café, inviting those who attend to become part of the activities at the café. This will include pointing prospective activity leaders towards the Volunteer Manager for advice in registering as MRCT volunteers.
- To collaborate with other MRCT projects so that the café encourages wider awareness of MRCT's services: in particular, where appropriate, to recognise those who might be referred to the Harlow Hive activism work at the Harvey centre.
- To coordinate with and host advice and support agencies, informing attendees of their benefit: signposting or connecting café users to services outside of our own work.
- To participate in the life of the wider Bounty Club team, enabling all operations to work together to best serve Bounty Club members.
- To liaise with the outreach work of the café through the Bounty club van, such that those we contact will find a place to connect at the Bounty club café.
- Preparing a short, written report 3 times a year to Trustees on the activities in the Café.

Desirable skills and experience:

This post will suit someone with some or all of the following:

- **Community development**: knowing how to provide facilities and experiences that build community; to support those needing greater social confidence; recognising and encouraging the use of people's talents to help others; helping members find solutions to their problems from advisers, experts or others who use the Bounty Club.

- **Hospitality:** creating a warm and welcoming environment in a safe setting; managing a simple café to provide members with an affordable place to belong when they are in the town; dealing with buying and selling of low-cost refreshments.
- **Volunteer management**: supporting our volunteers to deliver the Bounty Café; assigning and monitoring well designed operations so that everyone knows their role; rostering, motivating and retaining volunteers when in their roles (supported by our volunteer manager).
- **Retail**: Customer service and shop floor management.
- **Programme organising**: helping to schedule low-key events such as groups, outside agencies, speakers or shared activities delivered at different times across the week.
- **Befriending**: providing a supportive and encouraging ear to customers; signposting to other areas of activity through our partner organisations.
- **Teamwork and collaboration**: important to all aspects of the job – an ability to get on with a wide range of people within our organisation and in other partner organisations.

How to apply

We recognise that this is an unusual role and that a successful candidate's personality may be as important as their skills or experience. You may not tick every box in the list above, but you might still be the right person for it!

Please email enquiries@mrct.org.uk for an application form or to arrange a time to discuss any questions you might have regarding the post.

We anticipate closing the applications on 31st Jan and interviewing week commencing 5th February.