

CAFE ASSISTANT



Salary: £12.71 per hour

Contract: Three roles, zero hour contracts. Two roles will be 20-25 hours per week and one role will be around 10 hours per week, initially, with potential for additional hours.

Reports to: F&B General Manager

Organisation: The employing organisation is Northern Roots (Oldham) Ltd, company no 11258080.

Location: Northern Roots, Oldham, OL8 2BJ

Holiday entitlement: 25 days' holiday per year (excluding public holidays) pro rata

Pension contribution: 3%

About Northern Roots

Northern Roots is creating the UK's largest urban farm and eco-park on 160-acres of underused greenspace in Oldham, Greater Manchester – a unique community hub and visitor destination. The charity aims to benefit the environment, and to improve the health, wellbeing and livelihoods of local communities. Food is at the heart of our vision.

In Autumn 2026, we will open our new Welcome Building, Forestry Skills Centre, play area, outdoor amphitheatre and a further four acres of Urban Farm, the next phase in creating a unique visitor attraction and community asset.

Based in the Welcome Building, our café will showcase produce grown on site, alongside produce from other local suppliers, providing visitors with a warm welcome that reflects the ambition of the wider project.

We are looking for **three friendly, hardworking Cafe Assistants** to underpin the front-of-house operations of the café.



CAFE ASSISTANT



The Cafe Assistants will be responsible for several tasks, and for contributing to a welcoming, inclusive and enjoyable experience for visitors, staff, volunteers and partners. They will **combine warmth and hospitality with high standards of customer service, efficiency and professionalism.**

Working closely with the rest of the cafe team, and wider Northern Roots team, the Café Assistants will contribute towards **building a bustling café** that is known not only for its social and environmental impact, but also for its high quality food and service, warm welcome and attention to detail. Together, the Food and Beverage team will create a food offer that reflects the pride, ambition and creativity of Northern Roots.

The Café Assistants will work as part of a team of paid staff, work placements and volunteers, in a positive, supportive and professional culture where people can learn, develop and thrive.

We believe community-focused hospitality should be every bit as welcoming, efficient and well-executed as any commercial operation. This is an opportunity to help **create a café experience that Oldham can be proud of.**



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Key Responsibilities

The role includes the following duties, amongst others:

- Embody a culture of hospitality where visitors and colleagues alike receive a warm, inclusive and memorable welcome
- Taking customer orders and payments
- Setting up the cafe area, servery, and ice cream counter, and closing down at the end of the day
- Maintaining par levels throughout the day of food, drinks, condiments, trays and napkins
- Contribute to a clean, safe and hygienic working environment in accordance with our H&S policy
- Complete daily and weekly cleaning tasks, and work to ensure the café environment is clean, welcoming, well-presented and reflects the values of Northern Roots
- Preparation of hot and cold drinks
- Serving food and drinks to customers
- Clearing tables
- Washing up and ad hoc cleaning tasks
- Working closely with the kitchen and wider Northern Roots team to ensure smooth daily operations and excellent customer experience
- Familiarising yourself with company policies on ED&I, safeguarding, food safety, health & safety, and our charitable aims
- Contributing to social media content by taking and sharing photos and videos as requested
- Completing training courses as required by the role
- Any other reasonable tasks not mentioned above

How to apply

Email your **CV** and a **cover letter (no more than 2 pages)** to info@northern-roots.uk.

Application Deadline: Sunday 26th July 2026 at 12 midnight

Have a question? Email info@northern-roots.uk

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PERSON SPECIFICATION



	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Basic literacy and numeracy skills. • Barista Skills (training will be provided once in role) 	
Knowledge & Experience	<ul style="list-style-type: none"> • Previous experience in a cafe, retail, or fast-paced catering environment is highly valued. • Understanding of safe working practices, food handling, allergen awareness, and hygiene regulations. 	<ul style="list-style-type: none"> • Experience delivering catering for meetings, events and hospitality functions.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent verbal skills to greet customers, take orders, and communicate with team members. • Good customer service skills with the ability to handle customer requests and complaints effectively. • Basic numeracy for operating tills, and processing card payments. • Ability to remain calm, focused and effective under pressure. 	
Personal qualities	<ul style="list-style-type: none"> • A positive attitude, the ability to work effectively as part of a team, and strong interpersonal skills. • Flexible, calm, resilient and adaptable • Self-motivated with the ability to take the initiative, and work with minimum supervision. • Highly collaborative, team player able to connect quickly and build strong relationships. 	