Inspiring
Involving
Supporting
CVS
Telford and Wrekin

Do you want to work for an award winning charity?

Are you looking for a rewarding career, with great benefits?

Telford & Wrekin CVS are looking for value driven people to join our dynamic and diverse team.

Community Café Co-Ordinator Application Pack

Closing Date: Monday 30th November 2026

Registered Charity Number: 702589
A Company Limited by Guarantee Number: 2436644

Why work for Telford and Wrekin CVS?

We were founded in 1989, and were awarded the Queen's Award for Voluntary Service, which is the MBE for voluntary groups, in 2016. We would not be so successful if it wasn't for our biggest asset… our dedicated, passionate and hard working employees.

We reward our amazing staff with great benefits: -

- Incrementally increased annual leave entitlement up to a maximum of 36 days per year (including Bank holidays). A great reward for long service!
- Opportunity to purchase additional annual leave.
- Company sick pay after successfully completed probationary period of up to 1 month full pay followed by 1 month half pay.
- Our staff can receive up to £300 with our Employee Referral Scheme by recommending friends, family or personal contacts for our job vacancies.
- Flexible working; we understand that life does not always go smoothly, so we will try to be flexible when you need us to be, we believe that this will mean that you will be flexible for us when our vulnerable service users need you the most.
- Paid bereavement leave of up to 5 working days.
- Company pension scheme to include additional life assurance cover of 3 times your annual salary.
- Reimbursement of out of pocket expenses to include mileage at 45p per mile.
- We provide relevant training to ensure all our staff are highly skilled, through a comprehensive training programme designed to provide the best service to our clients.
- We are a recognised carer friendly employer.

The Queen's Award for Voluntary Service

The MBE for volunteer groups

- Staff discounts at many shops at Telford Centre
- Reduced rates on Paycare Health Cash Plan
- Reduced rates on Gym membership

We pride ourselves on our values, everything we do is based on them, from recruitment of our staff, to when they move on to pastures new, and absolutely everything in between!

Our values are the basis of all the work we do with our service users, our business partners, our funders and our community.

If our values are important to you too, then you'll enjoy and be fulfilled working with us. We believe that tasks and processes can be taught, but our values need to be an integral part of our prospective employees lives.

If you share our values, then you may be the right person for us and a career with us will give you huge job satisfaction.

Our Values

- Passion & Commitment
- Honesty, Fairness, Equality & Integrity
- Support & Collaboration
- Innovation & Openness

Don’t believe us? Here’s what our staff have to say.

I think it is a lovely place to work, with a dedicated workforce of like-minded, caring and committed people.

I have loved my time at the CVS and it fits in very well with my caring role.

I know that as a team we are listened to.

My manager has been especially supportive with my emotional and physical wellbeing throughout what has been a very difficult year in my personal life.

What does Telford and Wrekin CVS do?

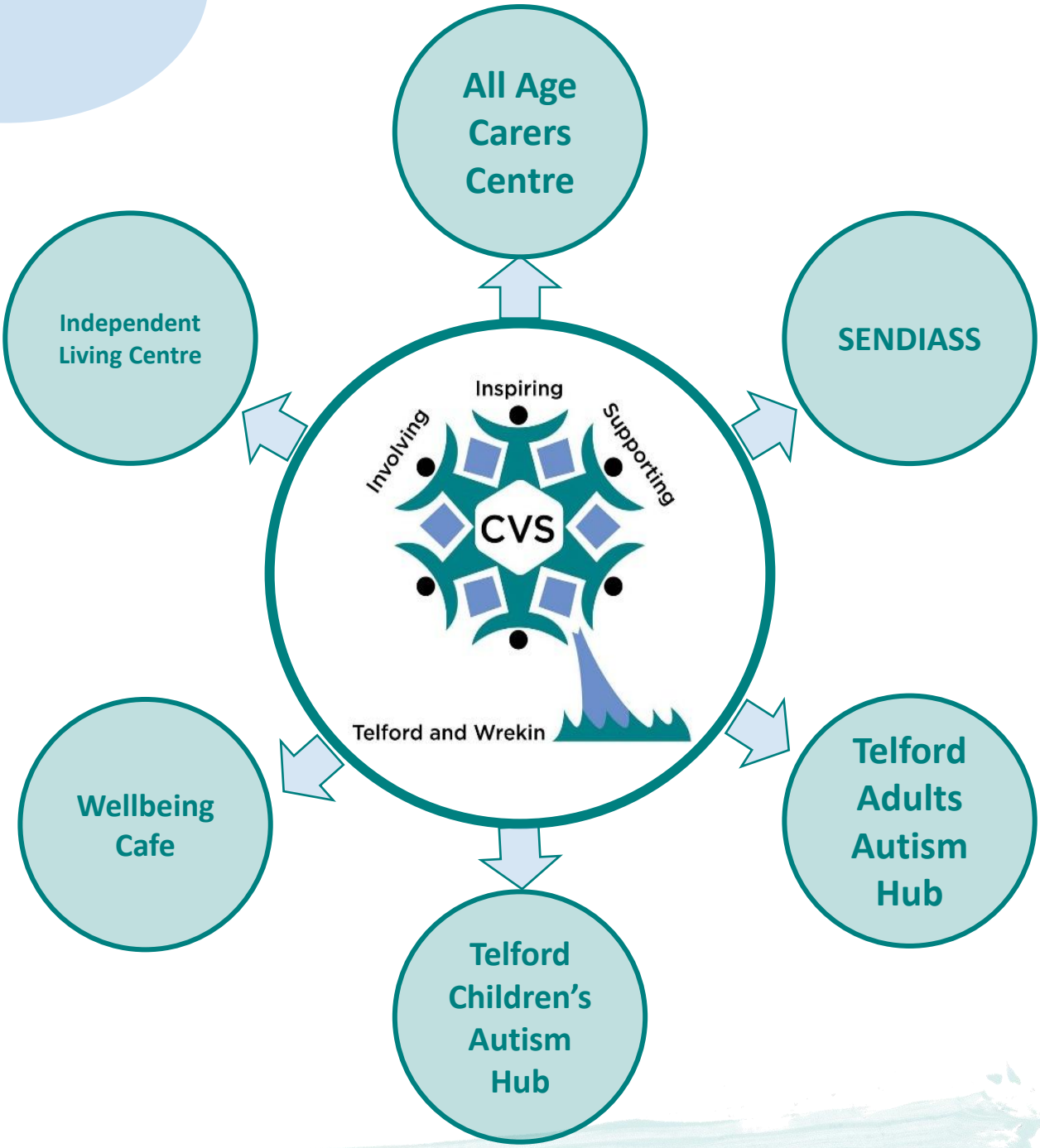
We provide information, advice and guidance to children, adults and family members living in Telford on a range of topics.

On behalf of funders and through donations we deliver: -

- The all aged Family Carers Service including respite activities for children and adults to have a break from their caring role
- A weekly youth club for children aged 5-18
- A community café providing bespoke work placements for people furthest away from the job market
- Telford's SENDIASS for children with a special educational need and their parents seeking support with education, health and care
- Telford Autism Hubs for children and adults living with autism in Telford
- A programme for adults with a learning disability to increase their health inequalities including access to employment
- Wellbeing Independence Partnership service supporting adults with access to health and social care community based solutions
- An Independent Living Centre supporting access to services for people to live well closer to home

We work alongside many partners across the voluntary and community sector, with statutory partners in Shropshire, Telford and Wrekin NHS and Telford and Wrekin Council and Midland Partnerships Foundation trust. We are a trusted partner who welcomes working alongside the corporate sector to enhance our services. Telford and Wrekin CVS are innovative and responsive to local needs. We seek to find positive solutions and pathways to enable people to be empowered and to find the right information at the right time.

So what are Telford and Wrekin CVS's projects?



Click on each circle to visit their websites.

Job Description

Job Title:	Community Café Co-ordinator
Responsible To:	Senior Manager – Telford Autism Hub / Wellbeing Café Manager
Hours:	16 hours per week (Job share not available)
Period of Employment:	Fixed term contract until 31st March 2027 with the possibility of an extension
Salary Scale:	CVS F03
Salary:	£11,073.25 per annum (FTE: £24,914.82)

Job Purpose:

This post will share the daily management of the community café at the Sunflower Café Brookside Community Centre and to develop community activities and events that help to make the café a vibrant and welcoming community hub. Supporting residents of the local community by welcoming and engaging with them to ensure a positive experience.

You will provide quality food and beverages (light suppers, evening meals, small catering orders, simple meals and be able to batch cook fresh meals for freezing) maintaining high food safety standards and customer satisfaction.

You will supervise, teach and empower a team of volunteers with additional needs.

Main Duties and Responsibilities:

- You will ensure that the café provides a range and level of customer service that will result in a high level of customer satisfaction
- You will manage volunteers to ensure that the café is always staffed with trained vibrant personnel making the environment inclusive and celebrating adults with additional needs.
- You will prepare suppers and evening meals with a level of innovation to deliver an interesting menu. Ensuring presentation meets our quality standards.
- Stock management, rotation and wastage will be the responsibility of this role.
- Maintain effective working relationships with the centre's staff and volunteers.
- To ensure food and hygiene standards are maintained and procedures followed always.
- To ensure compliance with all Café procedures and maintain our 5* hygiene rating
- To oversee the operation of the café, including updating of pricing and noticeboards
- To ensure food is collected and utilised in a safe manner
- Maintain cleanliness and organisation of both front and back of the café.
- Build relationships with regular customers and contribute to a friendly community atmosphere.

Job Description: continued

- Addressing customer queries, feedback or concerns with professionalism and care.
- To liaise with all external providers maintaining relationships with the community of Brookside and surrounding areas
- Manage all administrative records, including financial aspects and purchasing of café supplies
- Collaborating with the café team to ensure smooth daily operations
- Cash handling including daily reconciliation
- Ensure all banking is completed in a timely manner
- Demonstrate an awareness of all TWCVS projects and signpost guests to relevant services
- Be active and willing to participate in the wider TWCVS offer (Christmas Wrap, Charity Days)
- To carry out other duties from time to time as appropriate

Qualifications / Experience

Evidence of a solid general education is required together with GCSE A*-C / 9-4 or equivalent including English and Mathematics along with good keyboard skills and the ability to use Microsoft

Telford and Wrekin CVS operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Experience of working in a small team in a busy environment would, therefore, be an advantage.

Support, supervision and training, where necessary, will be provided.

Hours of Work:

Hours of works will usually be 8.30 – 17:00, a flexible working pattern will be necessary including occasional evenings & weekends.

Time off in lieu can be arranged (overtime is not paid).

Place of Work:

Sunflower Café
Brookside Central CIO
Burford
Brookside
Telford
Shropshire
TF3 1LP

You will be required to work at any of our premises from time to time, as well as out in the community.

Job Description: continued

Further Information

The postholder may be required to undertake an Enhanced Disclosure and Barring Service check.

Where the post holder will work in contact with vulnerable adults, Telford and Wrekin CVS is entitled to ask exempted questions under the provisions of the Rehabilitation of Offenders Act 1974 Exemptions Order 1975 and will require an Enhanced Disclosure from the Disclosure and Barring Service before any appointment can be confirmed. Telford and Wrekin CVS complies completely with the DBS Code of Practice; a copy of the code is available on request. Any criminal record shown on a disclosure will not necessarily be a bar to employment, any matter revealed will be discussed with the applicant before any offer of employment is withdrawn. Our Recruitment of Ex-Offenders Policy is available on request. Information obtained from the DBS will not be used unfairly.

The post holder will be required to complete a questionnaire to assess any health and safety workplace needs through the Local Authority's Occupational Health Service.

Person Specification

Factor	Essential	Desirable
Education / Training	• Evidence of a solid general education is required together with GCSE A*-C / 9-4 or equivalent including English and Mathematics. • A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision • Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results	• First Aid certificate • Food hygiene certificate • Excellent Knowledge of Microsoft Office applications
Experience	• Ability to prepare simple meals with a strong understanding of hygiene principles and stock control • Experience of working with and managing volunteers	• Experience of working with adults with an additional need
Skills, Abilities and Knowledge	• Excellent communication and presentation skills, both written and verbal to be able to communicate with a wide variety of customer groups both internally and externally • Ability to manage workloads and competing priorities in an often deadline orientated environment	• The commitment and ability to develop positive relationships with service users, colleagues and external organisations. • Demonstrable track record of experience of running projects / events • Demonstrate the ability to provide training to a small group. • Excellent IT skills using the Microsoft Office Suite and use of the internet.

Person Specification (continued)

Factor	Essential	Desirable
Personal Attributes	• A creative and proactive approach to all areas of work with a 'can do' attitude • Strong team working focus with a flexible and adaptable approach to meet the demands across the whole organisation • A strong ethos on passion and commitment- you will commit time, energy and will take personal responsibility for getting things done	
Equal Opportunities	• Demonstrate a commitment to and understanding of the principles of equal opportunities in both employment and service delivery	
Other Requirements	• Flexibility to work during core opening hours. Able to work outside normal working hours i.e. attendance at events	A full current driving licence and access to own transport would be advantageous to meet the requirements of this post.

Further Information:

For an informal discussion contact Lucie Roberjot on (01952) 457172 or by email lucie.roberjot@tandwcvs.org.uk

Please return completed application form to Karen Morrow, Senior Manager - HR, email karen.morrow@tandwcvs.org.uk

Application Form
Please fill in electronically
Personal Information (Confidential)

Personal Details	
Surname:	
Forename(s):	
Full address:	
Telephone Number:	
Email Address:	
National Insurance No:	
Do you hold a current driving licence? Yes ☐ No ☐	
Expiry Date:	
Details of any endorsements (if none, please insert “N/A”)	
Do you have a current right to work in the UK? Yes ☐ No ☐	
If no, please provide details:	

Education

Schools / Colleges / University	Qualification Gained

Details of any professional qualifications

Details of any in-service training

Employment History

Name & address of employer(s)	Job Title	Start & Leave Date, & reason for leaving

Please note here any other employment that you would continue if you were to be successful in obtaining this role:

Special interests / hobbies & experience including voluntary work

Special interests / hobbies & experience including voluntary work (CONTINUED)

Why do you want the job?
What particular skills, experience or values would you bring

Why do you want the job? (CONTINUED)
What particular skills, experience or values would you bring

References

Please note here the names, company name (where applicable) and addresses of two people we can contact for both work and character references. Please note that one must be from your most recent employer, where possible.

1.	2.

Criminal Record

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered ‘protected’. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

Please note here any criminal convictions except those 'spent', or otherwise ‘protected’, under the Rehabilitation of Offenders Act 1974.

Please tell us where you heard about this vacancy

Data Protection Statement

All of the information collected in this form is necessary and relevant to the performance of the job applied for. We will use the information provided by you on this form, by the referees you have noted, and the educational institutions with whom we may undertake to verify your qualifications with, for recruitment purposes only. The Company will treat all personal information with the utmost confidentiality and in line with current data protection legislation. We rely on the lawful basis of consent to process the information provided by you in this form.

Should you be successful in your application, the information provided, and further information which will be gathered at the relevant time, will be subsequently used for the administration of your employment and in relation to any legal challenge which may be made regarding our recruitment practices.

For more information on how we use the information you have provided, please see our job applicants privacy policy which is attached to this form.

Declaration

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment offered. I understand that any offer of employment is subject to the Company being satisfied with the results of series of relevant checks including references, eligibility to work in the UK, criminal convictions, probationary period and a medical report (in line with the operation of the Equality Act 2010).

Signature:	
Date:	

Return this form to:	Email to: Karen.morrow@tandwcvs.org.uk
	Or post to: FAO Karen Morrow Suite 12 & 15 Hazledine House Central Square Telford Centre Telford Shropshire TF3 4JL

Job Applicants Privacy Policy

Data controller: Telford and Wrekin CVS
Data protection officer: Jeni Kuczynska, 01952 916081
jeni.kuczynska@tandwcvs.org.uk

As part of any recruitment process, the Company collects and processes personal data relating to job applicants. The Company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Company collect?

The Company collects a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number;
- Details of your qualifications, skills, experience and employment history;
- Information about your current level of remuneration, including benefit entitlements;
- Whether or not you have a disability for which the Company needs to make reasonable adjustments during the recruitment process;
- Information about your entitlement to work in the UK; and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Company may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Company may also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Company process personal data?

The Company needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you.

In some cases, the Company needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

Job Applicants Privacy Policy (continued)

The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Company to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Company may also need to process data from job applicants to respond to and defend against legal claims.

The Company may process information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Company processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

For some roles, the Company is obliged to seek information about criminal convictions and offences. Where the Company seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The Company will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise.

The Company will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Company will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The Company will not transfer your data outside the European Economic Area.

How does the Company protect data?

The Company takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

Job Applicants Privacy Policy (continued)

For how long does the Company keep data?

If your application for employment is unsuccessful, the Company will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Company to change incorrect or incomplete data;
- require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing.

If you believe that the Company has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the Company during the recruitment process. However, if you do not provide the information, the Company may not be able to process your application properly or at all.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.