

Join our team as a

# Café Assistant



**Rotherham  
Hospice**  
Living Life's Wishes

Registered Charity No. 700356

# About Us

Rotherham Hospice is a charity dedicated to the people of Rotherham, offering specialist palliative and end of life care to our community since 1996.

We provide comprehensive, compassionate care through two primary patient services:

- 24-hour, 14-bed Inpatient Service
- 24-hour Hospice at Home Service

Additionally, we offer wider support to patients and their families through:

- Complementary therapies & hairdressing
- Counselling and Bereavement Support for adults, children and teenagers
- Day services with individual and group sessions
- Family memory events
- Occupation therapy and physiotherapy
- Social work
- Spiritual care
- Tailored experiences for patients and loved ones



## **Our Purpose**

Easing the physical and emotional pain of death and dying for everyone in our community.

## **Our Vision**

Everyone in our community can easily and confidently access palliative and end of life care tailored to their individual needs and wishes, wherever and however they choose.

## **Our Goal**

To grow a stronger, more financially resilient, responsive and exceptional hospice, providing and promoting holistic, personalised and innovative palliative and end of life care for all.

## **Our Proposition**

To ensure a dignified death for all – one that is reflective of one's own life.

## **Our Essence**

Adding more life to every day.

# About the Role

To assist in the preparation, cooking, and service of homemade meals and baked goods for patients, visitors, volunteers, and staff. The postholder will work as part of a skilled and supportive team in both the hospice kitchen and the busy public café, ensuring excellent standards of food quality, customer service, and hygiene at all times.

At Rotherham Hospice, our café spaces are more than just places to grab a coffee, they are community hubs where staff, patients, families, and supporters come together.

As a Café Assistant, you play a key role in creating a warm, welcoming, and supportive environment, ensuring every visitor experiences kindness and excellent service. In line with our Living Life's Wishes strategy, this role is about more than food and drink, it's about making every moment meaningful for those who need us.

We have four roles available:

- 22.5 hours per week, working 3 days a week on a Monday to Sunday rota
- 15 hours per week, working 2 days a week on a Monday to Sunday rota

|                         |  |
|-------------------------|--|
| <b>Job Title</b>        | Café Assistant - Two roles available   |
| <b>Responsible to</b>   | Café Supervisor  |
| <b>Line Management</b>  | N/A  |
| <b>Salary</b>           | £9,941.19 per annum - 15 hrs per week<br>£14,911.79 per annum - 22.5 hrs per week                      |
| <b>Hours of Work</b>    | 2 x 15 Hours per week detailed above<br>2 x 22.5 Hours per week detailed above                         |
| <b>Contract type</b>    | Permanent  |
| <b>Location</b>         | Rotherham Hospice, Broom Road, S60 2SW or<br>Rotherham Hospice Parkgate Superstore, Rotherham, S62 6EJ |
| <b>Probation period</b> | 1 month  |

# Benefits

- **Holidays.**

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.

- **A supportive & comfortable working environment.**

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.

- **Hassle-free parking at no cost.**

No one is more than a couple of minutes' walk from the Hospice.

- **Great meals & drinks.**

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 50% off without even leaving the building.

- **Reassurance.**

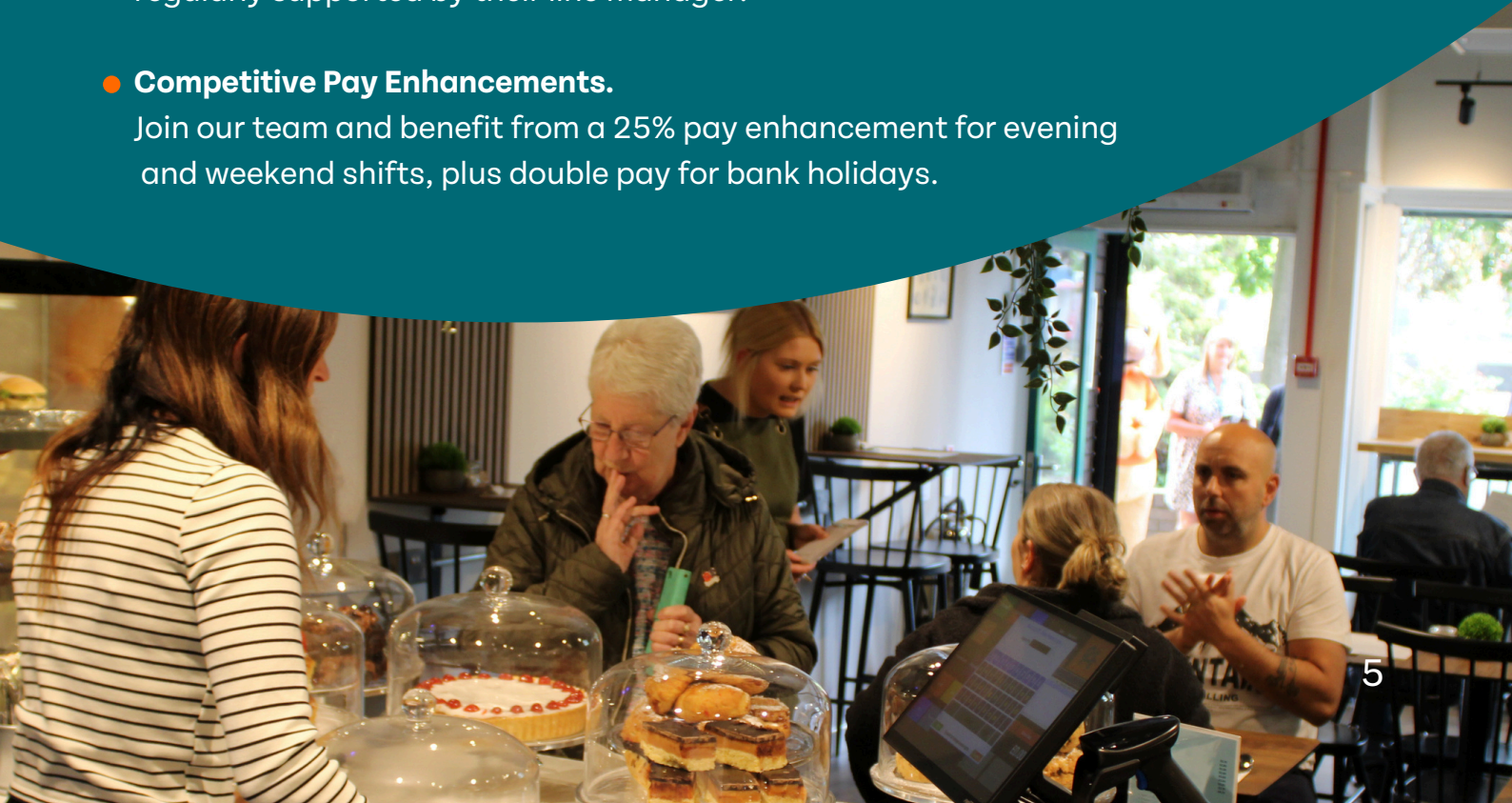
Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 4x your annual salary should you die whilst working in our service.

- **Training & development.**

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.

- **Competitive Pay Enhancements.**

Join our team and benefit from a 25% pay enhancement for evening and weekend shifts, plus double pay for bank holidays.



# Key Responsibilities

- Prepare, cook, and present meals to a high standard for both patients and café customers
- Confidently bake and produce a range of homemade cakes, pastries, and confectionery in-house
- Work efficiently in a fast-paced catering environment, adapting quickly to operational demands
- Support the production of texture-modified meals, including Level 4 pureed diets (training provided if required)
- Serve customers professionally and maintain a welcoming atmosphere in the café
- Maintain high levels of kitchen cleanliness and adhere to food hygiene and infection control standards
- Support stock rotation, deliveries, food storage, and general kitchen organisation
- Operate café and kitchen equipment safely, including tills and coffee machines
- Work collaboratively as part of a flexible team, supporting events and peak service times

## Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

| Criteria  | Essential | Desired |
|---|-----------|---------|
| <b>Skills &amp; Experience</b>  |           |         |
| Previous experience in a café, hospitality, or customer service environment.  | Y         |         |
| Confident baking skills with the ability to prepare a variety of fresh homemade products  | Y         |         |
| Strong understanding of food hygiene, safety, and cleanliness requirements  | Y         |         |
| Ability to prioritise tasks and remain calm under pressure in a fast-moving environment   | Y         |         |
| Strong communication skills and a positive, team focused attitude   | Y         |         |
| Excellent customer service skills, with the ability to interact professionally and compassionately with patients, visitors, staff, and volunteers | Y         |         |
| Experience with Level 4 pureed meals or texture-modified diets  |           | Y       |
| Food Safety qualifications (e.g., Level 2 Food Hygiene)   |           | Y       |
| Customer service experience in a café or similar environment  |           | Y       |
| Ability to drive and access to a vehicle  |           | Y       |

## Personal Specification Continued

| Criteria  | Essential | Desired |
|---|-----------|---------|
| <b>Personal Qualities</b>   |           |         |
| Compassionate and respectful approach to patients, families, customers, and colleagues  | Y         |         |
| Reliable, enthusiastic, and eager to contribute to a supportive team culture  | Y         |         |
| Committed to maintaining high standards of quality and care in all activities   | Y         |         |
| Fluency in community languages such as Urdu, Punjabi, Polish, Slovak, Romanian, and Arabic is highly desirable. It enables compassionate, effective communication with patients and families from diverse backgrounds, helping to build trust and deliver culturally sensitive care. This directly supports our Living Life's Wishes Strategy and our commitment to inclusive, high-quality care at Rotherham Hospice |           | Y       |

# How to Apply

Please apply by submitting a CV and supporting statement, highlighting your suitability for the position and why you are interested, by email to:  
[humanresources@rotherhamhospice.org.uk](mailto:humanresources@rotherhamhospice.org.uk)

All applications will be treated in the strictest confidence.

If you would like to request an informal conversation about the role prior to applying, please call the Hospice on 01709 308 900 or email  
[humanresources@rotherhamhospice.org.uk](mailto:humanresources@rotherhamhospice.org.uk)

**Closing date:** 15<sup>th</sup> June 2026

