

# Walworth Living Room Host Services



## Role overview

The Walworth Living Room is a social venture, led and supported by Pembroke House, a community organisation based in Walworth. We aim to grow the capacity for community members to increase and strengthen their social connections, to build stronger relationships and a sense of belonging within the community. We are seeking to contract with a friendly, well-organised person to provide hosting services in the Living Room. That role will welcome people to the space, help them connect to each other, ensure activities are delivered and provide food service in our cafe. The host will be an all round extra pair of hands in the space, assisting staff to ensure the space is safe for all to use.



## Walworth Living Room Host Contract Terms

<b>Purpose of Role</b>	To provide assistance in the Walworth Living Room and the cafe with day to day activities
<b>Responsible to</b>	Walworth Living Room Programme Manager

<b>Location</b>	Walworth Living Room, London SE17
<b>Hours of Work</b>	Minimum 21 hours per week (Wednesday-Friday 8am to 4pm with hour lunch break)
<b>Contract length</b>	4 weeks with possibility of extension
<b>Hourly rate</b>	£14.00 per hour

## Services to be delivered

- **ACTIVITY DELIVERY:** Ensure all activities are set up, cleaned up and delivered on schedule. Provide all necessary administrative support for activities and coordinate volunteers where needed.
- **ENGAGEMENT:** Provide a friendly, safe and welcoming environment for all visitors. Provide outreach and marketing support to draw more people into the space, which could include distributing fliers and posting on social media.
- **FOOD AND DRINK SERVICE:** Provide food and drink service support in the cafe, including set up, clean up, serving food, preparing coffee and processing sales.
- **FOOD SAFETY AND HEALTH AND SAFETY:** Ensure all food safety standards are adhered to in the cafe and the Community Fridge.

## Person Specification

### Who we're looking for

The Walworth Living Room Host will have relevant, hands on experience in contributing to a community atmosphere.

A key part of the role will be to engage with the local community, not just to encourage sales but also to develop a genuine conversation with them so they know about activities and services available to them and to embed a sense that the Walworth Living Room is a community asset. You will have excellent communication and listening skills as well as an open and friendly attitude in order to do this well.

Pembroke House actively seeks and encourages applications from eligible candidates who live locally.

## **Person specification:**

### Essential

- A people person with the ability to build relationships with people from all walks of life
- Comfortable engaging with people they do not know
- Good Communication skills
- Ability to take initiative and work independently, not requiring constant direction from manager
- Computer literacy and ability to use basic software
- Understanding of issues faced by marginalised communities
- Be a local resident of Walworth or Southwark

### Desirable

- Ability to communicate with people from various Communities seamlessly
- Experience working in a community setting
- Experience managing own workload
- 2nd language, especially Spanish or Arabic
- Barista experience
- Level 2 Food Safety and Hygiene certificate

The closing date is the 21st November 2023. We will be interviewing suitable candidates on a rolling basis and reserve the right to close this offer before the deadline.

Kindly fill in this [form](#) to express your interest.