Job Title: **Senior Enterprise Duty Officer**

Main Place of work: Communities 1st community cafés, coffee carts, community centres and enterprise sites across Hertfordshire.

Working Pattern: The role will include regular Saturday working, with shifts agreed in line with venue opening hours, café activity and events. Some evening and additional weekend working may also be required.

We are looking for someone who can live and breathe our values; to work in partnership, deliver quality, adapt, be positive and be inclusive.

Job Purpose

The Enterprise Duty Officer is responsible for the safe, welcoming and effective operation of café, coffee cart, hospitality and community enterprise activity during allocated shifts. The role is practical, customer-facing and carries routine responsibility for opening, closing, customer service, payments, hygiene standards, first aid response, stock checks, events support and day-to-day service standards.

The postholder may be the most senior Communities 1st person in the building during their shift. They are not a manager, but will be expected to take responsibility for routine decisions, maintain safe and well-run spaces, support volunteers, supported volunteers and participants, and escalate staffing, safeguarding, health, venue or operational concerns where required. The Senior Enterprise Duty Officer is the designated key holder and carries overall on-site responsibility during their shift.

General Responsibilities

- Take overall responsibility for the safe and effective running of the building and its activities during the shift.
- Ensure visitors receive good customer service and that public areas are clean, safe and welcoming.
- Provide reception and front-of-house support, including welcoming visitors, taking messages and passing on booking enquiries.
- Prepare and serve drinks, snacks and light refreshments, and complete stock, payment, hygiene, cleaning and routine record checks.
- Support volunteers and participants to work safely, build confidence and develop practical workplace skills.
- Support events, room hire, café, bar and hospitality activity as required.
- Complete opening, closing, alarm, cash and building-security procedures correctly.
- Respond to incidents, complaints, safeguarding concerns, faults and emergencies in line with procedures.
- Coordinate routine tasks, provide practical direction to Duty Officers and others on shift, and escalate serious or unresolved issues where necessary.

Key Responsibilities

Café, Coffee Cart and Hospitality Delivery

- Prepare and serve hot drinks, cold drinks, snacks and light refreshments.
- Keep café, coffee cart, hospitality and public areas clean, tidy, safe and well presented.
- Provide friendly and professional customer service to visitors, customers, hirers, partners and colleagues.
- Set up, operate and close down café, coffee cart and hospitality areas safely.
- Monitor stock levels, rotate stock, reduce waste and report ordering needs.
- Receive, check and store deliveries in line with food safety procedures.
- Process cash and electronic payments accurately and securely.
- Support hospitality, room set-up and front-of-house activity for meetings, events, performances, hires and community activity.
- Undertake bar duties where required, subject to training and licensing requirements..

Skills Support, Supported Volunteering and Work Experience

- Support Officers to carry out agreed café, hospitality, customer service and venue tasks.
- Support volunteers and participants during café, coffee cart and hospitality activity.
- Demonstrate practical tasks clearly and patiently, allowing people to learn through doing.
- Support people to develop skills in customer service, communication, teamwork, timekeeping, barista work, food hygiene, stock handling and workplace routines.
- Adapt support to different confidence levels, learning styles, communication needs and starting points.
- Provide encouragement, reassurance and practical feedback during shifts.
- Help volunteers and participants understand expectations around conduct, reliability, boundaries, customer service and safe working.
- Support structured work experience and skills-building activity where agreed.
- Record attendance, progress, achievements and concerns.
- Work with employment support and supported volunteering colleagues where participants need additional guidance or progression planning.
- Escalate concerns promptly where someone needs additional support, where boundaries are unclear, or where there are safeguarding, conduct or wellbeing concerns.

Healthy Hub and Stop Smoking Delivery

- Welcome residents accessing Healthy Hub, pop-up or community activity.
- Signpost or refer residents to relevant public health, wellbeing, employment, volunteering, community or specialist services.
- Support access to services delivered from the venue, including health checks, stop smoking support and other agreed public health activity.
- Where trained and agreed, undertake Healthy Hub health and wellbeing assessments, wellbeing checks and initial support conversations in line with procedures.
- Where trained, use MECC, Stop Smoking and other agreed training to support appropriate health, wellbeing and behaviour change conversations.
- Where trained, deliver Level 2 Stop Smoking support, including readiness conversations, brief support, follow-up and outcome recording.
- Record Healthy Hub contacts, assessments, referrals, follow-up and outcomes accurately where this forms part of the agreed shift activity.
- Report recurring gaps, barriers, unmet needs or concerns to the Assistant Manager or relevant manager.

Site, Safety and Records

- Carry out agreed opening, closing, cleaning and site checks where required.
- Deal with practical issues during the shift, such as spillages, queues, access issues or customer concerns.
- Follow food hygiene, health and safety, safeguarding, lone working, cash handling, data protection and service delivery procedures.
- Ensure fire exits, access routes and customer areas remain safe and clear.
- Use café, hospitality and venue equipment safely and ensure Officers, volunteers and participants do the same.
- Keep accurate records of sales, stock, waste, volunteer involvement, participant attendance, Healthy Hub activity and other agreed information.
- Share shift updates and practical information with colleagues to support continuity.
- Attend supervision, team meetings and training as required.
- Contribute ideas for improving customer service, participant experience, stock control and operational efficiency.

Other Duties

- Work flexibly across Communities 1st sites, including regular Saturday shifts, to support café, hospitality, events and community enterprise activity.
- Support wider Communities 1st events, priorities and organisational activity when needed
- Carry out other reasonable duties in line with the role and changing needs of Communities 1st.

Person Specification: Senior Enterprise Duty Officer	Essential	Desirable
Values and Personal Attributes		
1.1 Able to demonstrate Communities 1st's values: delivering quality, working in partnership, adapting, being positive and being inclusive.	✓	
1.2 Friendly, respectful and committed to good customer service.	✓	
1.3 Reliable and able to take overall responsibility for the safe and effective running of a venue or shift	✓	
1.4 Calm, organised and able to provide direction during busy or challenging situations.	✓	
1.5 Patient and encouraging when supporting people to learn	✓	
1.6 Confident in responding professionally to complaints, incidents and difficult situations.	✓	
Skills & Knowledge		
2.1 Good communication skills.	✓	
2.2 Ability to prepare drinks, snacks or hospitality items, or willingness to learn.	✓	
2.3 Basic understanding of food hygiene, cleanliness and safe working.	✓	
2.4 Ability to oversee stock, payments, cash controls and operational records accurately.	✓	
2.5 Ability to explain practical tasks clearly to others	✓	
2.6 Ability to undertake Healthy Hub assessments using agreed procedures and deliver Level 2 Stop Smoking support once trained	✓	
2.7 Ability to recognise and respond appropriately to safeguarding, health and safety, security, staffing or operational concerns.	✓	
2.8 Basic IT skills, including email and simple systems.	✓	
Experience		
3.1 Experience in café, hospitality, retail, customer service, venue or community-facing work.	✓	
3.2 Experience supporting volunteers, learners, colleagues or customers with practical tasks.	✓	
3.3 Experience taking lead responsibility for a shift, venue, area of work or small team of people	✓	
3.4 Experience handling stock, payments, cleaning routines or daily checks.	✓	
3.5 Experience supporting events, room hire, front-of-house or bar activity.	✓	
3.6 Experience speaking with people about support needs, wellbeing, behaviour change or access to services.	✓	
Other Requirements		
4.1 Willingness and ability to work regular Saturdays, with some evening and additional weekend work where required.	✓	
4.2 Able to travel across Hertfordshire and occasionally beyond.	✓	
4.3 Ability to undertake practical tasks, including setting up spaces, cleaning and standing for periods of time.	✓	
4.4 Food hygiene, barista, first aid, licensing or customer service qualification, or willingness to complete training.	✓	
4.5 Satisfactory DBS check where required.	✓	