



Mentor Barista - Job Description

Since 2010, homelessness has doubled in the UK. Now, over 4,000 people sleep rough every night.

Change Please believes that the nation's love of coffee is so strong - it could be just what we need to end homelessness once and for all.

For each coffee sold, we provide training, financial and emotional support and employment for somebody affected by homelessness.

Starting with one coffee cart in Covent Garden, we've gone from strength to strength and shop to shop all whilst serving great tasting coffee. In the past six months we've grown dramatically, partnering with like-minded businesses and the Mayor of London to further our impact.

You can find more about our work at <https://www.changeplease.org> or on [Twitter](#), [Facebook](#) or [Instagram](#)

The Role

Change Please works with people affected by homelessness.

You will be running a Change Please site throughout the day, serving perfect coffee quality with outstanding customer service and supporting the training of people experiencing homelessness to be baristas.

All of our sites demand only the best, meaning the role demands the following base skills:

- Friendly and polite customer service
- Amazing coffee skills and coffee quality
- Ability to teach and upskill trainees that might lack self confidence or need support getting back into work
- Able to work as a vital team member and be adaptable to change
- Good people skills with the ability to be confident and flexible
- Be punctual and have consistent attendance
- Ability to work at a fast pace



- High attention to detail; to be always aware of what is happening around you.
- Implementing Health & Safety guidelines
- Ability to provide high quality coffee training to our new trainees

We will not expect candidates to have direct experience of all the aforementioned skills, however you will be expected to:

- Be passionate about supporting Change Please's mission
 - Experience of training in any capacity
 - Be interested in other people's personal development
 - Be keen to undergo extra training on how to train others
 - Be empathetic and understanding with the people Change Please works with and supports
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TESTIMONY FROM MENTOR BARISTA, JESSIE

“Change please has been an amazing company to work for. Everyone has been so welcoming and kind. I have been integrated into the business slowly, had all my questions answered, and my personal wellbeing has always been a priority. I like the level of responsibility in managing a coffee site, but have consistent support from management when I need it. This is a job I enjoy getting to when the weekends come to an end.”

This is a unique Barista role; we are looking for somebody who truly wants to make a difference.

The hours available are full time (40 hours per week) on a Monday to Sunday rota.

Please send a CV and a Cover Letter stating the reasons why you would make a brilliant Mentor Barista at Change Please to cafe@changeplease.org

Job Type: Full-time
Salary: £10.75 /hour