

Candidate Pack

**Event & Café
Assistant**

Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

open door 



Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people's purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington – Charity Director



Job description

Role: Event & Café Assistant

Location: Joy, Birkenhead

Contract type: Zero-hours. Typical shifts 4-8 hours. We ask for availability across mornings, evenings and weekends.

Salary: From £12.71 per hour, depending on role.

Other benefits:

- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Wellbeing support available
- Free eye tests

Role Overview:

Event & Café Assistants support the day-to-day running of Joy's café, events, and community spaces. This role combines standard hospitality duties with a compassionate, people-centred approach. Staff will regularly greet visitors who may be arriving for mental health support, so kindness, patience, and emotional sensitivity are essential. Great for students, flexible workers, or individuals seeking casual hours. While experience in a hospitality environment is favoured, many of the positions available are entry level, and training will be provided.



Main Duties and Responsibilities

Hospitality & Café Service

- Prepare and serve hot and cold drinks, snacks, and simple food items.
- Maintain a clean, safe, and welcoming café environment.
- Operate the till, handle payments, and follow cash-handling procedures.
- Restock supplies, monitor inventory, and report shortages.
- Follow food hygiene standards and Joy's internal safety procedures.

Event Support

- Assist with event setup: furniture layout, signage, equipment, refreshments.
- Provide friendly, proactive support to event organisers and attendees.
- Serving food or bartending at events
- Manage guest flow, queueing, and general event logistics.
- Help with post-event pack-down, cleaning, and resetting spaces.

Visitor Care & Front-of-House Duties

- Warmly greet all visitors entering the building, including those accessing services within Joy
- Offer clear, calm guidance to help visitors find the correct room or service.
- Notice when someone may need extra time, space, or gentle communication.
- Uphold Joy's values

Building Support

- Keep communal areas tidy, safe, and welcoming.
- Report maintenance issues or concerns promptly.
- Support staff and volunteers across the building when needed.

You will be a great fit if...

You have these skills and qualities:

(E - Essential, D - Desirable)

- Kindness, compassion, and emotional sensitivity (E)
- Excellent communication skills (E)
- Reliability and punctuality (E)
- Team player (E)
- Comfortable in busy, fast-paced environments (E)
- Basic numeracy and ability to operate a till (E)
- Willingness to follow procedures (E)
- Experience in hospitality, café work, retail, or events (D)
- Experience working in community spaces or with vulnerable groups (D)
- Barista skills (training can be provided) (D)

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com



Registered with
**FUNDRAISING
REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV and a short note outlining your general availability to vacancies@opendoorcharity.com with the job title as the subject line. If you are invited to interview and have any accessibility requirements, please let us know. We look forward to hearing from you.

We look forward to hearing from you!



www.opendoorcharity.com

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