



## Job Description

**Position:** Saturday Scrapstore Assistant

**Contract Type:** Permanent / Bank

**Available Roles:**

- **Full Day:** Saturdays, 9:00am – 5:00pm
- **Mid Shift:** Saturdays, 11:00am – 4:00pm
- **Bank Staff:** Flexible, as required

**Pay:**

£13.45 per hour (aged 18+)

£10.85 per hour (under 18s)

**Eligibility:** Applicants aged 16+ are welcome to apply

**Reports to:** Scrapstore Manager

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## About Us

Ragtag Arts is a community arts organisation rooted in creativity and sustainability. Based at Elephant Yard in Kendal, our venue is open to the public four days a week and includes a Crafty Café, Scrapstore (a reuse resource centre and craft shop), and a loose parts play space.

We deliver workshops for all ages, children's parties, and drop-in creative activities. Visitors can also take part in "Paint a Pot," with items fired in our on-site ceramic studio.

Our Mealbank warehouses (just outside Kendal) house artist studios, a wood workshop, a community ceramics studio, and storage for materials and events.

Beyond our venue, we run outreach programmes across schools, festivals, and community groups, delivering high-quality, accessible creative projects. We also provide play resources and training for schools (Loose Parts). Our mission is to inspire and empower people through creativity and sustainable practices.

## Job Purpose

To support the smooth day-to-day running of the Crafty Café and Scrapstore, and to assist in delivering creative activities and children's parties.

## Key Responsibilities

- Provide a warm, friendly, and inclusive front-of-house experience for all visitors
- Prepare and serve hot and cold drinks and cakes in the café

- Operate the till and handle payments accurately
- Open and close the Scrapstore, including cashing up and securing the building
- Maintain high standards of cleanliness and organisation across all areas (café, shop, kitchen & bathrooms) *Please note: Ragtag Arts does not employ a separate cleaner; cleaning tasks are part of the daily routine.*
- Deliver craft workshops and children's parties
- Assist and guide volunteers, including those with disabilities

## **Additional Duties**

- Sort and manage incoming scrap donations
- Carry out occasional admin tasks (e.g. Canva, Google Docs, email)
- Prepare craft kits, organise scrap materials, and support event/workshop preparation
- Undertake any other reasonable tasks to support Ragtag Arts operations

## **Person Specification**

### **Essential Skills & Experience**

- Experience in a customer-facing or public-facing role
- Ability to multitask and stay calm in busy environments
- Flexible and willing to take on varied tasks
- Basic café skills (food/drink preparation and till use)
- Experience working with children or leading activities/workshops
- Strong organisational skills and attention to cleanliness
- Ability to work collaboratively, including supporting volunteers
- Commitment to inclusion, sustainability, and excellent customer experience
- Confident, friendly, and approachable communication style
- Ability to handle challenging customer interactions
- Good spoken and written English
- Enhanced DBS certificate (or willingness to obtain one)

### **Desirable Skills & Experience**

- Experience working with volunteers
- Experience supporting children or adults with disabilities
- Workshop facilitation or group leadership experience
- Retail or shop experience
- Background in community arts or creative projects
- Experience using recycled/scrap materials creatively
- Confidence with social media and basic IT tools

# **A Day in the Life of a Saturday Assistant**

The crafty café is open to the public for drop-in visits between 10:00am and 4:00pm. There may be up to two parties or a themed workshop scheduled. One staff member leads the parties, while the other two cover front-of-house duties.

## **9:00am – Opening**

Two staff members arrive and complete opening tasks, including setting up the café, reviewing the day's calendar, and confirming each staff member's role (e.g., party lead or front-of-house).

- One staff member sets up the Crafty Café.
- The other prepares the party space.

## **10:00am – Opening to the Public**

- The café opens. One staff member runs the Crafty Café, welcoming families, explaining activities, and serving drinks and café items.
- They also brief volunteers on their tasks (e.g., organising materials, preparing kits).
- The second staff member focuses on the party space and other back-of-house duties.

## **10:30am – 12:00pm – First Party**

- A 1-hour crafty session pre-arranged with the family, from a list of our party options..
- Followed by a party tea led by the family.
- Midday shift staff arrive at 11:00am to support the café if busy or complete back-of-house tasks, such as restocking the scrapstore, preparing for events, or cleaning the kitchen.

## **12:00pm – 1:00pm – Lunch & Prep**

- First party finishes.
- Staff take staggered 30 min lunch breaks.
- Begin preparing for the next party or activity.

## **2:00pm – 3:30pm – Second Children's Party**

## **4:00pm – Close to the Public**

- Midday shift staff leave.
- Two full-day staff clean and tidy all areas, including the café, kitchen, play space, and toilets.
- Complete end-of-day closing procedures.

## **5:00pm – Finish**

- Staff finish for the day.

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## How to Apply

Please complete our online application on our website by **19th April**.

Interviews will take place on Saturday **25th April**, with the role starting on **16th May** (subject to references and DBS checks).

As part of the recruitment process, shortlisted candidates will be invited to attend a paid trial shift. This is an opportunity to experience the role first-hand, meet the team, and get a feel for the environment. It also allows us to see how you interact with customers and approach day-to-day tasks. You will be supported throughout the shift, and no prior knowledge of our systems is expected.

If you need support with your application, contact us at [emily@ragtagarts.co.uk](mailto:emily@ragtagarts.co.uk) or call 01539 232 552. You are also welcome to get in touch or visit the Scrapstore for more information.