



The Great North Air Ambulance Service



### Job Description

Inspired by flight and community spirit, Hangar 63 offers a warm, welcoming space where every brew and slice of cake helps fund life-saving missions across the North. All proceeds go directly to the Great North Air Ambulance Service (GNAAS), a charity that provides critical care by air and road, responding to over 2,000 incidents annually.

Hangar 63 is a volunteer led coffee house, operating Mon – Friday from 10am until 2pm and open for special charity events throughout the year . We make hot drinks to order using our easy to use, push button, coffee machine. All of our other stock is all pre-packed so there is no food prepared on site.

We're looking for passionate individuals who are willing to donate their time regularly to a vital cause.

Job title: Volunteer coffee house assistant for Hangar 63

Main purpose of job: Brew coffee, build our community, and save lives—one cup at a time. You will be in a customer facing role, serving members of the public food and drink.

Base: Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB

Hours: A full shift offered on a regular basis. Full shifts are 10am – 2pm Monday – Friday.

We're seeking volunteers who can commit to regular shifts—weekly or fortnightly—to ensure consistent coverage of our opening hours. You're welcome to offer more time if you enjoy volunteering with us.

Relationships:

Responsible to: Commercial Projects Manager

Liaise with: Members of the Public, colleagues

Key Responsibilities:

1. Provide a high level of customer service to customers.
2. Take orders, prepare and serve hot drinks and food.
3. Operate a till and balance the daily takings.

4. Clear and clean tables.
5. Adhere to all Hangar 63 policies and procedures.
6. Communicate in a courteous, friendly and professional manner with all customers.
7. Assist in the re-stocking and display of shop stock practising good stock rotation.

The above is not an exhaustive list of duties and you may be asked to perform different tasks as necessitated by the organisation.

Training provided:

We provide training in Health and Hygiene, hot drink preparation, use of the cash till, Health and Safety and First Aid at work.

Benefits:

- Learn and develop new skills.
- Gain experience and enhance your CV.
- Be part of a supportive, life-saving team and meet new people.
- Make a real difference in your community.