



TRURO

CITY COUNCIL

A thriving, inclusive, and sustainable Truro –
where community, commerce, heritage, and nature flourish together.

Dear Candidate,

Thank you for expressing interest in the Casual Café Assistant role with Truro City Council.

We hope that the contents of this application pack will provide an insight into our organisation, the role and what it is like to work here. The Council is growing quickly, and we are looking for leaders who will support our organisation as it moves through a period of change and growth.

We hope you find everything you need to apply for this position, but should you require additional information about the recruitment process please do not hesitate to get in touch.

Good luck with your application.

David Rodda
Town Clerk

Truro City Council

About the Council and City

- Mission Statement – To make Truro a great place to live, work and visit.
- Local Level Government in Truro.
- We have 24 elected and unpaid Councillors.
- The council has over 60 members of staff in the team and the Council is responsible for a range of services including parks, cemeteries, allotments, community library, visitor information, public conveniences, community development and planning.
- Truro became a city in 1877.
- Truro is derived from Truru which means 3 rivers – 3 rivers merge into 1 to create Truro River.
- We have 4 main committees, these are: Finance and General Purposes Committee, Parks and Amenities Committee, Staffing Committee and Planning Committee.
- Truro City Council own the Public Cemetery and four Allotment sites (in the process of developing a fifth site) and these are the Council's only Statutory Duty.

About the Role

This is an opportunity to play a key role in supporting the positive progress Truro City Council has been making in recent years.

Truro City Council is committed to making Truro thriving, inclusive and sustainable and is seeking a motivated Casual Café Assistant to work in the Truro Parish.

The position is a fast-paced, exciting role primarily to provide support to the Facilities Department within Truro Parish.

The ideal candidate will need to demonstrate skills and knowledge in the following areas:

- Communication – Ability to communicate in a clear and confident manner, tailoring the approach to fit the needs of the audience.
- Interpersonal Skills – Creating and maintaining positive relationships across multiple departments and with the general public.
- Enthusiasm and positive approach – Enjoy working in a team.
- Experience in a café or restaurant environment
- Ability to role model the Council's agreed behaviours of Civility and Respect.

Terms and Conditions of employment

Truro City Council staff are employed under Local Government Services (Green Book) terms and conditions with some terms and conditions agreed locally.

The key provisions are:

- Casual Contract
- Location: Truro Parish, Cornwall
- Salary: Grade 2 £13.45 gross per hour (National Minimum Wage (NMW) for anyone under 21)
- We offer between 23 and 29 days holiday per year (pro rata), plus bank holidays, two additional statutory days and St Piran's Day, should this fall on a working day.

How to apply

To apply please download an application pack from Truro City Council website.

Once you have an application pack, if you would like to apply, please complete the application form within this pack, or if you have difficulty accessing this, please email HR@truro.gov.uk

Please email your current CV and completed application pack to HR@truro.gov.uk prior to the deadline stated below.

The deadline for applications is 12 Noon Friday 22nd May 2026.

The selection and interview process will be held during the week commencing 1st June 2026 and any face-to-face interviews will be held at the Café in the Park, Boscawen Park, Malpas Road, Truro, Cornwall, TR1 1SG.

Truro City Council is committed to equality, diversity and inclusivity, being at the heart of everything we do.

Job Description

Casual Café Assistant

Department: Facilities Department

Salary scale: Grade 2 £13.45 per hour (NMW for anyone under 21)

Responsible to: Café Manager

Hours: Casual Worker Agreement – Hours of work can't be guaranteed. Mid-week and weekend availability with flexibility required. Weekend availability is essential.

Workplace: Café in the Park, Boscawen Park, Malpas Road, Truro, Cornwall, TR1 1SG

Supervisory Responsibility: None

Functional Links: Café Manager, Café Assistant Manager, staff in the Parks Department, members of the public and other stakeholders.

The Job Description outlined below indicates the general nature and level of the work undertaken and is not intended to be a detailed list of all duties and tasks. Responsibilities may be periodically updated to meet organisational needs in consultation with the jobholder.

Job purpose

The Casual Café Assistant will support the day-to-day running of the Café and report to the Café Assistant Manager and Café Manager. Mid-week and weekend availability with flexibility to cover various hours and days is required.

Key Responsibilities

- Prepare and serve hot and cold food and beverages.
- Wait on tables.
- Manage daily café preparations and general cleaning at the end of each day.
- To engage with customers in a professional and friendly manner.
- To process cash and card payments accordingly.
- To receive and store stock as required.
- Some cleaning duties are required at the end of each day.

Other:

- According to business need and with mutual agreement, there may be a requirement to undertake other duties that are commensurate with the level of responsibility for this post and to undertake work outside normal times of work to assist Truro City Council in delivering its wider service delivery.
- To be responsible for continuing self-development and undertaking training as required, including eLearning.
- To represent the Council in a calm, non-confrontational and courteous manner and to ensure that any complaints are followed up and resolved constructively.
- To work positively with other staff members at the Council in a supportive manner.
- To actively and positively contribute to the appraisal process and follow up on agreed actions.
- To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all City Council procedures and guidelines which assist this.



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- To work at all times with the Council's Dignity, Diversity & Respect Policy.

All employees are required to commit to Truro City Council's Equality, Diversity and Inclusivity policies and values, treating colleagues and customers with dignity and respect. This document describes in general terms the duties and responsibilities of the post at the time it was drafted. This is not to be taken as exhaustive nor exclusive, and duties may be varied at any time, in consultation with the postholder, to meet the needs of the service.

Signed(postholder)_____Date_____

EQUAL OPPORTUNITY FORM

Truro City Council is committed to providing equal opportunities and our policy is to ensure that no job applicant or employee receives less favourable treatment, on the grounds of sex, pregnancy, race, colour, national or ethnic origin, marital status, disability, sexual orientation, religion, age or trade union membership. In order to monitor the effectiveness of our Equal Opportunities Policy, we request that applicants provide us with the information outlined below. This information will only be used for this purpose and will be kept in accordance with the UK General Data Protection Regulations (GDPR) and Data Protection Act 1998. This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.

Job Applied For: Casual Café Assistant						
1. What age are you? Please tick the appropriate box						
16 or under <input type="checkbox"/>	17 – 24 <input type="checkbox"/>	25 - 35 <input type="checkbox"/>	36 - 45 <input type="checkbox"/>	46 – 55 <input type="checkbox"/>	56 – 65 <input type="checkbox"/>	66 & over <input type="checkbox"/>
2. What is your marital status?						
Single <input type="checkbox"/>		Married <input type="checkbox"/>				
Civil Partner <input type="checkbox"/>		Other <input type="checkbox"/>				
3. Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>				4. Religion (please specify) <input type="checkbox"/> or None <input type="checkbox"/>		

5. I belong to the following ethnic grouping:(Please tick the appropriate box and give further details where indicated)

A: White <input type="checkbox"/>	D: Black or Black British: <input type="checkbox"/>
A1: British <input type="checkbox"/>	D1: Caribbean <input type="checkbox"/>
A2: Irish <input type="checkbox"/>	D2: African <input type="checkbox"/>
A3: Cornish <input type="checkbox"/>	D3: Any other black background (please specify) <input type="checkbox"/>
A4: Any other white background (please specify) <input type="checkbox"/>	
B Of mixed race: <input type="checkbox"/>	E: Asian or Asian British: <input type="checkbox"/>
B1: White & Black Caribbean <input type="checkbox"/>	E1: Indian <input type="checkbox"/>
B2: White & Black African <input type="checkbox"/>	E2: Pakistani <input type="checkbox"/>
B3 : White & Asian <input type="checkbox"/>	E3: Bangladeshi <input type="checkbox"/>
B4: Any other mixed background (please specify) <input type="checkbox"/>	E4: Any other Asian background (please specify) <input type="checkbox"/>
C: Chinese: <input type="checkbox"/>	F: Other ethnic group (please specify, e.g. Cornish) <input type="checkbox"/>

6. A disability is a physical or mental impairment which has a substantial and long-term effect on the ability to carry out normal day to day activities. Do you consider yourself to have a disability? Yes <input type="checkbox"/> No <input type="checkbox"/>

I understand that this information may be stored and processed as part of the Truro City Council monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

Note: If you have any disability for which special arrangements should be made during the recruitment and selection process please contact the Council's HR Department: 01872 245503

APPLICATION FORM: Casual Café Assistant

The closing date for the receipt of applications for this appointment is: **12 Noon Friday 22nd May 2026**

If you require this application form in a different format, for example Large print please contact HR@truro.gov.uk

Completed application form to be returned via email to: HR@truro.gov.uk

Post applied for: Casual Café Assistant

How did you hear about this vacancy/ where did you see the vacancy advertised?

PERSONAL DETAILS

Surname:

Name:

Permanent Address:

Post Code:

Phone Number:

Email Address:

Are there any restrictions on your taking up employment in the UK? If so, please provide details:

If selected for interview would you require any reasonable adjustments to be made to support you at an interview? If so, please could you provide an indication of what adjustments you would require



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CRIMINAL CONVICTIONS

We will treat applicants who have a criminal record fairly and will not discriminate because of a conviction or other information revealed. Possession of a criminal record will not automatically prevent applicants from working with us. As part of the recruitment process any information revealed regarding a criminal record will only be considered in light of its relevance to the post for which the candidate is applying.

If you declare an unspent conviction we may write to you requesting further information. You may be asked about unspent convictions at interview.

All offers of employment may be subject to a minimum of a basic disclosure to verify the information you provide, unless the role which you have applied for requires a higher level of check from the Disclosure and Barring Services (DBS), in which case we will state clearly the level of DBS disclosure required on the job description paperwork.

Please list any convictions or cautions which are not “spent” as defined in the Rehabilitation of Offenders Act 1974 (as amended).

Signature.....

Print name.....

Date.....

APPLICATION FORM: Casual Café Assistant

APPLICANT NAME: _____

1. SUPPORTING STATEMENT

Please read the job description and person specification. Using examples, show how your knowledge, skills and experience meet each of the essential requirements of the person specification and as many desirable requirements as possible. Please draw on your relevant experiences; including paid employment, voluntary work, family experiences and leisure activities as evidence.

Continue on a separate sheet if necessary.

2. CURRENT OR MOST RECENT EMPLOYMENT

Name & address of present or most recent employer:	Position held:
	Grade/salary:
	Date of appointment:
	Period of notice required:

3. PLEASE GIVE TWO REFEREES – One of whom SHOULD be your present employer (or last employer if unemployed) who will be contacted prior to interview if you are short listed, unless you specify not to do so.

PLEASE DO NOT USE RELATIVE

Name		Name	
Address		Address	
Post Code		Post Code	
Tel. No.		Tel. No.	
Email Address		Email Address	
<input type="checkbox"/> Please tick if you do not give permission for Truro City Council to contact your referee without prior permission		<input type="checkbox"/> Please tick if you do not give permission for Truro City Council to contact your referee without prior permission	

4. OUTSIDE INTERESTS, UNPAID WORK, WORK EXPERIENCE & NON-VOCATIONAL ACTIVITIES

Please give a description of any outside interests or unpaid work you have or do which may be relevant to this position and which you think may support your application (continue on a separate sheet if necessary)

Have you ever received a redundancy payment from previous Local Authority employment? If so, please state employer and year payment received.

Are you related to any Member or Senior Officer of Truro City Council?

YES/NO

If yes, please confirm who _____

I declare that to the best of my knowledge all the information supplied on this form is correct. I fully understand that the withholding of relevant information or any false or misleading statement could result in the withdrawal of an offer of employment or in dismissal.

I agree that if I am successful in obtaining the role, this information will be retained in my personnel file during my employment and up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act. If I am unsuccessful in obtaining the role, I understand that Truro City Council shall retain this form for six months, after this time it shall be destroyed.



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I agree that should I be successful I will, if required apply to the Disclosure and Barring Service (formally the Criminal Records Bureau) for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the Council any offer of employment may be withdrawn or my employment terminated.

Signature.....

Print name.....

Date.....

WE DO NOT ACCEPT CANVASSING EITHER DIRECTLY OR INDIRECTLY

All completed forms shall be stored securely and used only for the purposes of the recruitment for the role for which you have applied. Truro City Council shall adhere to our obligations under the GDPR.

The recruitment and selection process will be free from bias or discrimination. Recruitment will be managed objectively and decisions about suitability for vacancies will be based on specific and reasonable job criteria. Truro City Council is positively committed to making reasonable adjustments for those who have a disability in the recruitment and selection process, or to enable someone to work with us.

During or after the recruitment and selection process Truro City Council are not obliged to give feedback to the applicant.