Outhouse
LGBTQ+ CENTRE

Job Description: Café Staff

Hours:	Full-time, 39hrs per week
Reporting To:	Hospitality Services Manager
Term:	Term: Permanent contract of employment.
Probationary Period:	6 months, with an option to extend up to 12 months.
Salary:	€30,663 per annum, pro rata - €15.12 per hour
Location:	On-site on a rolling roster, not eligible for remote work.
Application Deadline:	Friday, 13 November 2026, at 11:59 PM
How to Apply:	Please submit your application using the **online application form** in advance of the deadline. You will be asked to upload a CV and Cover Letter with your application. In your Cover Letter, please outline your relevant experience for the Café Staff role and what interests you about this particular position.

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Overview

Founded in 1996, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.
- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all our work, we are guided by the values of trust, respect, joy, inclusivity, and impact and grounded by our commitments to equity and intersectionality.

We have an opportunity for someone to take up a position in our community café. Is this the role for you?

Reporting to the Hospitality Services Manager, the Café Staff will play a hands-on role in the day-to-day running of the Outhouse Café as part of an exciting relaunch of our community café. The role involves working across all aspects of café service, including food preparation and cooking, preparing and serving coffee and other drinks, maintaining high standards of presentation and hygiene, and providing a warm and welcoming experience for our patrons.

We are looking for someone who has a genuine interest in food, coffee, and hospitality and who enjoys being involved in the full café experience, from preparing food and drinks through to serving and interacting with patrons. Previous café or hospitality experience is desirable, but we are also interested in people with enthusiasm, a willingness to learn, and a strong commitment to providing high-quality food and service in a safe, friendly, and inclusive environment. A deep understanding of, and respect for, the diversity within the LGBTQ+ community is vital for success in this role.

Funding Restriction on Applicants

This role is partly funded through Pobal's Community Services Programme, applicants must currently fall into one of the following categories:

- People who are in the workforce but unemployed and seeking to return to work… i.e., people who are in receipt of Jobseeker's Benefit (JB), Jobseeker's Allowance (JA); people who are signing for credits
- Qualified Adults (Adult dependants of those in receipt of social welfare payment)
- People who are separated, divorced or widowed (People in receipt of Widow/er's non-contributory pension, surviving Civil Partner's non-contributory pension
- Carers (people in receipt of Carers Allowance/Benefit who want to return to the workforce)
- One Parent Families (people who parent alone without sufficient resources and are in receipt of social welfare payments)
- People with Disabilities (PWD) i.e. in receipt of Disability Allowance, Blind Pension, Partial Capacity Benefit, or other disability benefit
- Irish Travellers or people from a Roma background
- Stabilised and recovering drug users
- Ex-prisoners or people with a criminal conviction and in contact with the Probation Service
- People coming from labour activation schemes i.e., Community
- Employment (CE), Tús or RSS placement
- People who are homeless
- Ukrainians displaced by the war
- Refugees
- Asylum Seekers

Staff Benefits

Outhouse provides staff members with various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 23 holiday days (pro rata), and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.

- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).

- An Employee Assistance Programme (EAP) covering you and your loved ones 24/7, 365 days per year.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

Key Responsibilities and Duties

Food Preparation & Cooking

- Prepare, cook, and present food in line with the daily menu and HACCP guidelines.
- Maintain high standards of quality, presentation, and consistency when preparing food.

Barista Services

- Maintain a high-quality Barista service.
- Provide customers with product details, such as coffee blend, preparation and descriptions.

Day-to-day Café Operations

- Manage stock and supplies: receive deliveries, store items properly, and alert manager to shortages.
- Prepare and serve food in line with daily menu and food safety guidelines.
- Operate the café till, including opening, cash-up, and accurate processing of payments.
- Maintain café displays, update menu boards, and ensure timely service throughout the day.
- Assist in event catering setup and service as required.

Customer Service/ Front of House

- Greet customers warmly, provide friendly and engaging service, interacting positively with patrons and responding to their needs and queries.
- Provide accurate information or direct queries to the reception or relevant staff.

Hygiene, Health & Safety

- Keep all work areas clean, sanitised, and presentable at all times.
- Follow HACCP and Outhouse health and safety policies without exception.
- Participate in regular cleaning schedules and inspections.

Training and Development

- Participate in relevant training and development programmes.
- Take personal responsibility for learning and improving skills to enhance service quality and teamwork.

Such other duties may be required from time to time.

Note

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

Functional Competencies

Essential

- Be eligible for appointment to the role as outlined in the section on funding restrictions on applicants.
- Previous café/kitchen experience, with a practical understanding of food preparation and day-to-day hospitality operations.
- Background and/ or a strong interest in the food and hospitality industry.
- Knowledge of food preparation or a strong desire to learn and grow your skills.
- Good understanding of the principles of food hygiene and preparation.
- Excellent customer service and communication skills.

- Strong ability to work and communicate in English.
- Ability to work as part of a team as well as autonomously.
- In-depth knowledge and understanding of LGBTQ+ people, issues, and lived experiences.

Desirable

- Cash handling experience.
- HACCP qualification.

Behavioural Competencies

Teamwork

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos.

- Willing to participate as a member of the team.
- Treats others fairly and respectfully.
- Maintains good working relationships with colleagues by being honest, reliable, and dependable.
- Expresses own opinion while remaining factual and respectful of other team members' perspectives.
- Support team goals, follow team processes, and contribute to team decision-making.
- Encourages other team members by recognising their contribution.
- Regularly volunteers and participates in activities.

Problem Solving and Decision Making

Identifies and solves problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances.

- Recognises that a problem exists.
- Focuses on solutions rather than the problem.
- Shows patience and determination in resolving a problem.
- Knows what decisions they can make in their job and makes them.
- Gather an appropriate amount of information to support sound decision-making, seeking help where appropriate.
- Demonstrates a logical, straightforward, systemic and objective approach to problem-solving.
- Can identify problems that need to be escalated.

Flexibility and Adaptability

Works effectively within various situations with individuals or groups. Adapts one's approach as the requirements of a situation change; adjusts tasks and priorities when necessary.

- Accepts that changes in one's role may be required from time to time.
- Adapts effectively to change by accepting that changes in one's role may be required from time to time.
- Adjusts plans or reprioritized in light of changing circumstances or unanticipated problems.
- Can work well with various team members with different styles and skill sets.
- Can think calmly and logically when faced with unexpected situations.
- Is willing to learn and use new technology.

Person Centred

Demonstrates eagerness to understand service user's needs. Views the service user as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Demonstrates an inclusive, caring, and empathetic attitude towards service users.
- Treats all service users with dignity and respect; develops rapport and understanding with service users.
- Co-ordinates with other colleagues and LGBT+ service providers to ensure optimum service is provided to all service users.
- Monitors the needs of service users regularly and makes proposals for improvement.

Resource Management

Manages and utilises the organisation's resources most effectively to maximise the value for money proposition and to identify cost savings where possible.

- Understands the range of resources utilised by Outhouse.
- Is acutely aware of the need to utilise resources cost-effectively.
- Demonstrates an awareness of the need for the organisation to operate cost-effectively.
- Seeks ways to improve efficiency and effectiveness of processes, systems, equipment, etc.

Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.
- Demonstrates understanding of the LGBT+ sector and their related service/profession therein. - Shows an openness, curiosity, and willingness to learn more about the relevant services/ sector. - Shows an acceptance and inclusion of LGBT+ identities and people in their practice.

Technical and Professional Expertise
Has a command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.
- Demonstrates sufficient knowledge and completes most tasks/ projects with minimum support from others. - Keeps well informed and is aware of latest advances in their field. - Applies technical/ procedural knowledge to correctly address a situation in a timely manner. - Maintains high professional standards including continuous professional development.

Key Relationships

Internal	**External**
• Hospitality Services Manager • Café Workers and Volunteers	• Customers • Members of the LGBTQ+ community

Overview of Practical Arrangements

Hours and place of work

This role is based at 105 Capel Street, Dublin 1 and is not eligible for remote work. This is a full-time role, 39 hours per week. Evening, weekend and bank holiday working will be required. To facilitate business needs, all work patterns are on a rota basis. The nature of the organisation's operations requires flexibility in work days/ hours.

Holidays

In addition to the usual public holidays, the annual leave for this position is 23 days per annum (pro rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must, therefore, be committed and able to maintain the very highest standards of confidentiality at all times.

Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to privacy@outhouse.ie, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our data protection policy sets out information about a candidate's data held by Outhouse.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is, therefore, in your interest to provide a detailed and accurate account of your qualifications and experience.

Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment, their name will be removed from the panel, and no future offers of appointment will be made.

Submitting an Application

Please submit your application via the **online application form** before the **deadline for application on Friday, 13 November, at 11:59 PM**. You will be asked to upload a CV and Cover Letter with your application. In your Cover Letter, please outline your relevant experience for the Café Staff role and what interests you about this particular position.

We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur the week commencing Monday, 23 November 2026 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 (map); if you cannot attend the interview on this date, please state so clearly on your application form.

Candidates should note that canvassing will disqualify them.

Funding

This project is supported by the Department of Rural and Community Development and Pobal through the Community Services Programme.

Rialtas na hÉireann
Government of Ireland

pobal
government supporting communities