



## Position Description

<b>Job Title:</b>	Café Supervisor
<b>Status:</b>	Fixed term three year
<b>Hours of work:</b>	35 hrs per week (7 hrs per day across a roster Tues- Sun) Potential to become full time
<b>Salary Level:</b>	\$58,133 pro rata plus 9.5% superannuation

### ORGANISATIONAL RELATIONSHIP

<b>Reports to:</b>	Acting Executive Director – Burrinja
<b>Supervises whilst on duty:</b>	Casual Café staff
<b>Internal Liaison:</b>	Burrinja Staff, Volunteers
<b>External Liaison:</b>	Patrons, Tenants, Hirers, Performers, Partnership organisations and Stakeholders and any users of the venue.

### BURRINJA

Burrinja (the Dandenong Ranges Community Cultural Centre Inc) is a vibrant cultural centre offering a broad range of arts, cultural, performance, education and community related experiences that work toward its mission: ***Building community through arts.***

Our core values are:

- Passion for creativity
- Equality of access to all
- Generosity of spirit to work collaboratively with community
- Sustainability of our environment and business operations
- Honesty, fairness and respect

Burrinja encompasses visual and performing arts activities and events, an extensive public collection of Indigenous and oceanic art, 400 seat theatre, a studio performance space, multiple gallery spaces, cultural education, arts incubator studios, live music, community cultural development projects, rehearsal, making and meeting spaces, and Burrinja Cafe + Bar.

Following a period of refurbishment Burrinja is excited to be launching a new café offering for the community and is looking for the key staff member to drive this business activity. The café model going forward will be a simple offering of good coffee, simple fresh light lunches prepared off site by an external caterer, cakes and exceptional service in a creative and welcoming environment.

### POSITION OBJECTIVES

This position is responsible for **creating the tone and personality of the café** by delivering the highest possible standards of service in the most efficient and effective manner, whilst being proactive in improving turnover and profitability. The Café Supervisor will embody Burrinja's values by approaching the role with enthusiasm and energy and will display professional behavior and integrity.

## **KEY TASKS**

### **Café Operations**

- Manage the day to day operations of the Cafe including all front and back of house duties with the ability and willingness to operate a variety of café based roles as required
- Ensure café is well stocked for daily service by reviewing stock requirements daily and placing orders in a timely manner with suppliers
- Deliver and maintain exceptional service standards and conditions
- Continuously look to improve profitability and minimize costs without compromising standards or customer service
- Foster a positive environment and provide a consistent, efficient and friendly service for visitors
- Oversee the catering requirements for all meetings, functions and events
- Proactively solve customer problems and work to create a positive customer experience
- Maintain and enhance relationships with Burrinja's current and future visitors
- Constantly review service delivery and café offering to improve the visitor experience
- Work proactively with suppliers to ensure consistency of offering while maintaining costs within budgetary guidelines
- Ensure proper team member coverage and scheduling according to business needs while maintaining costs
- Build morale and team spirit by fostering a work environment where team member input is encouraged and valued
- Ensure the Cafe is presentable and welcoming to visitors at all times
- Ensure all staff are well briefed on their responsibilities and are given constant supervision and motivation on all aspects of their work

### **Compliance**

- Ensure all health regulations are met by implementing and enforcing strict food safety practices and regular cleaning of café, kitchen and serving areas
- Ensure operations are compliant with all Health Safety Standards (Class 2 premises) and Liquor Licensing regulations (on-premises license)
- Protect the health, safety and well-being of all visitors, users of Burrinja and colleagues
- Promote and practice safe work habits, identify and resolve potential safety hazards, operational inconsistencies and any team member or visitor incidences
- Ensure each Team member has received proper training to perform their shift efficiently

### **Finance**

- Ensure the profitability of the Café by growing sales and controlling the cost of goods, inventory levels and wastage, supplies and expenses
- Identify areas for business growth both within the café and in line with Burrinja's other area of operation as appropriate and work with colleagues to promote revenue generation initiatives
- Maintain and utilise daily, weekly, quarterly and annual financial reporting tools to inform business development and growth plans
- Maintain proper loss prevention standards including the control of cash and stock

To carry out any other duties required by Burrinja in pursuance of the above objectives.

## **PERSON SPECIFICATION**

- Extensive Barista experience
- Extensive experience at Front of House service delivery
- A strong attention to detail
- An ability to drive impeccable customer service standards
- A solid understanding of inventory, stock control and managing costs within budgets
- A solid understanding of Health Safety Standards (Class 2 premises license) and Liquor Licensing regulations (on-premises license)
- Self-motivated with an intrinsic desire to strive for excellence
- A good communicator with excellent verbal and interpersonal skills
- Excellent staff management experience – developing a motivated and high performing team
- Highly organised and efficient
- Ability to work calmly and effectively in stressful situations
- Ability to work well as part of a small hard working team

## **PREREQUISITES**

- Food Safety Qualification ( min units required)
  - SITXFSA001 Use hygienic practices for food safety (Release 1)
  - SITXFSA002 Participate in safe food handling practices (Release 1)
- RSA
- Working with Children check
- Flexibility with working hours – ability to work weekends, evenings and special events as needed

## **CONDITIONS OF EMPLOYMENT**

- Applicants may be required to undergo a Police Check prior to commencement in the position
- Three month probation period
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2016, with the signed Conditions of Employment Agreement, and with the National Employment Standards.

## HOW TO APPLY

Please forward the following information:

- CV (No longer than two pages)
- Tell us how you meet the person specification in no more than 2 pages.
- Please include contact details for two references  
*(Referees will only be contacted after an interview has been conducted.)*

Applications will be short listed for interview based on the Person Specification.

Applications should be forwarded to:

**To:** Toni Kirk

Acting Executive Director

**Email:** tonik@burrinja.org.au

**Postal:** Burrinja

351 Glenfern Road

UPWEY VIC 3158

**Fax:** (03) 9754 8523

Please ensure that you include a phone number which you can be contacted on during office hours. Should we contact you, we assure confidentiality will be maintained.

**APPLICATIONS MUST BE RECEIVED BY 4PM ON WEDNESDAY 11<sup>TH</sup> MARCH.**

**Interviews will be conducted the week beginning 16<sup>th</sup> March**

We apologise that we are unable to respond or give feedback to all applicants so if you have not heard from Burrinja by 13<sup>th</sup> March please assume that on this occasion your application was unsuccessful.