

## Position description

<b>Department/Unit:</b>	Business Services	<b>Location:</b>	Ballarat
<b>Reports to:</b>	Manager, People & Operations	<b>Supervises:</b>	Café Assistants
<b>Employment Status:</b>	Full Time (12 month contract)	<b>Approved By:</b>	CEO
<b>Date:</b>	January 2019		
<b>Award/Classification</b>	Employment Contract Salary Packaging Available		

### Position Purpose

The role of Café Manager will manage the operations of the Barkly Square Café. As a new venture for BGT, the Café Manager will coordinate and assist with the development of the Café, management of staff, budgets, KPI's and business promotion.

### Position Tasks

- Manage day to day operations of the Café.
- Management of Café staff including recruitment, training, rostering and performance management.
- Management and responsibility for all café budgets and financial transactions.
- Drive sales and promotions meeting set KPI's.
- Manage all stock control, stock rotation, and waste minimisation activities.
- Provide exceptional customer service.
- Ensure proper implementation of WHS regulations.
- Develop food safety plan and monitoring strategy.
- Seek new business and social enterprise opportunities to develop and grow our Café.
- Other relevant duties as directed by Management.

### Key Selection Criteria

Applicants must address the following selection criteria in writing to be considered for this position:

	Essential	Desirable
• Strong practical experience in the hospitality industry.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Previous experience with managing budgets and small business.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Extensive food and WHS knowledge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Demonstrated ability in managing operations, including management of staff, training, rostering and performance management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Experience in driving sales, meeting KPI's and promotion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Highly effective interpersonal and communication skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Ability to effectively deal with a range of internal and external stakeholders.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Qualifications/ Registrations

These do not need to be addressed in the selection criteria but must be included on resume:

	Essential	Desirable
• Strong hospitality experience in a similar role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Food handling & Food Supervisors Qualification.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Barista experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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• Business Management/Hospitality training (or equivalent)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Recent Satisfactory Police Check.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Current Working with Children's Check.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Current Victorian Driver's License.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Key Responsibilities	
<b>Governance &amp; Leadership</b>	<ul style="list-style-type: none"> <li>• Collaborate on, implement and follow our quality systems, including our policies and procedures.</li> <li>• Actively promote and follow company policy and procedures.</li> <li>• Actively promote our vision and values.</li> </ul>
<b>Workforce &amp; Culture</b>	<ul style="list-style-type: none"> <li>• Maintain a healthy work/life balance.</li> <li>• Actively contribute to a safe working environment for all employees.</li> <li>• Contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace.</li> <li>• Effectively manage a productive Café team.</li> </ul>
<b>Finances &amp; Infrastructure</b>	<ul style="list-style-type: none"> <li>• Contribute to a financially viable organisation by applying sound judgement and implementing effective work practices.</li> <li>• Manage Café budgets, stock ordering and control.</li> <li>• Operate ethically and model BGT's values and behaviours.</li> <li>• Work collaboratively to ensure excellence in service delivery.</li> </ul>
<b>Business Systems &amp; Performance</b>	<ul style="list-style-type: none"> <li>• To accurately complete and maintain all necessary records, reports, notes and outcomes in accordance to strategic growth planning.</li> <li>• Ensure that all business activities undertaken are in the best interest of the organisation.</li> <li>• Track and manage KPI's, actively increasing business exposure and sales.</li> <li>• Be willing to undertake ongoing professional development as required.</li> </ul>
<b>Productive Partnerships</b>	<ul style="list-style-type: none"> <li>• Promote BGT as the community services provider people choose.</li> <li>• Actively contribute to continuous improvement.</li> <li>• Support the Leadership Team as required.</li> </ul>
From time to time we may ask you to assist in other work roles and locations as necessary	

I understand the description of my role and key result areas, and agree to fulfil this description.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_