



## Position Description – Cafe Shift Supervisor

### Background Information:

Laidley Community Centre Inc (LCC Inc.), which operates Laidley Community Centre, is a dynamic grass-roots organisation made up of community leaders, business people, committed and caring staff, and vibrant community members.

Established in 1987, we have a strong track record in delivering targeted and comprehensive programs aimed at supporting and empowering the people of Laidley and surrounds to develop essential life and leadership skills to ensure a cohesive society well into the future.

Managed by a voluntary board of management, and staffed by a team of volunteers and paid workers who contribute an average of 6000 hours of service per year (worth more than \$156,540 in unpaid labour), Laidley Community Centre responds to more than 1540 requests for assistance each month.

The Qld Government's Department of Communities, Disability Services and Seniors, and the Federal Department of Social Services provide funding for specific core programs, and the team works hard to raise the additional funds required to facilitate Laidley wide range of support and development activities and programs.

LCC Inc. provides and supports a range of activities including but not limited to: Emergency Relief, Women's Group, Community Connect, Information and referral service, youth programs, Tax Help program, Be Connected program, community events, meeting rooms and office space for hire, and houses a regional Centrelink agency. Laidley Community Centre provides space for a range of external outreach programs from agencies that are funded to provide services to community members.

This position relates to a social enterprise project that the organisation has established in Laidley to provide training opportunities to young people in the area. Additionally, the project increases exposure of the community to LCC services and provides opportunity for social connection and engagement. The primary objective of the business is positive social outcomes, with good coffee and customer service being a strategy undertaken to achieve this.

### CONDITIONS SUMMARY

<b>Award:</b>	Hospitality Industry (General) Award 2010
<b>Type:</b>	Casual – Level 3 (may be negotiable based on experience/qualifications)
<b>Hours:</b>	approx. 16 hours per fortnight (with future potential to increase dependant on funding). Most shifts will be Mondays 6:30am – 2:30pm with some Saturdays 7:00am – 2:00pm. Ability to cover other staff leave desirable.
<b>Reports to:</b>	Manager (or delegate)
<b>Funding:</b>	This position is internally funded, dependent on project viability.
<b>Location:</b>	129 Patrick Street, Laidley.



## **JOB SUMMARY**

The role is a shift supervisor at a social enterprise cafe, performing duties to support the organisation in the development and success of this project. These key duties and responsibilities are to be completed in a manner which ensures that the organisation remains compliant with all mandatory and internal processes.

## **REPORTING STRUCTURE:**

- The position is required to work closely with and under the direct supervision of the Manager or a team member/s as delegated by the Manager.
- Laidley Community Centre operate under a team model meaning that there are shared tasks that are expected of all members regardless of their roles, and staff are to be prepared to fill into other team roles (given appropriate training) when required for the benefit of the organisation or community.

## **GENERAL CONDUCT**

- *Volunteers:* This centre could not operate without volunteers. They are to be accorded respect and full consideration at all times.
- *Code of Conduct:* It is expected that paid and unpaid staff will abide by the Laidley Community Centre Inc. values, policies and procedures. This includes representing the organisation in a positive and professional manner.
- *Confidentiality:* All personal and business matters relating to any Laidley Community Centre Inc. business must be kept confidential inside and outside of work hours, at all times. Additionally, there will be zero tolerance of a breach of client privacy.

## **DUTIES & ESSENTIAL JOB FUNCTIONS**

1. Day-to-Day Cafe management including:
  - Conduct all aspects of day-to-day cafe operations
  - Oversee the daily menu, food quality control and food prep
  - Achieve daily/weekly target sales
  - Ensure consistently excellent customer experience
  - End-of-day duties, cash handling, sales reporting and banking procedures
  - Conducting cleaning, and maintaining and a high standard of tidiness and organisation of cafe facility, stock and equipment.
2. Supervise trainees, volunteers and subordinate staff in relation to cafe processes including:
  - conduct training, coaching and quality control to ensure consistently high standards of daily operations
  - liaise with training organisations and other stakeholders in relation to trainees



## Laidley Community Centre Inc.

13 Mary Street, Laidley, Qld 4341 | Ph: 07 5465 1889

info@laidleycc.org.au | www.laidleycc.org.au | www.facebook.com/laidleycc

- adapt to changing situations in a professional and calm manner, calling on support from other team members if required to maintain high standard of customer service.
  - provide input to maintain local procedures manual where necessary and use these procedures in the conduct of training.
3. Ensure strict compliance including:
- Ensure compliance with financial management procedures including budgets, cash handling, and delegations of authority.
  - Ensure compliance with external legislation, policy and procedures including : council permits, contractual obligations, food handling, privacy legislation anti-discrimination and confidentiality
  - Ensure compliance with all internal policies and procedures including WH&S, risk management, critical incident management and reporting.
4. Support strategic direction including:
- identify key processes that can be improved to increase efficiency and revenue, and ensure optimal individual and team performance.
  - Work with local stakeholders and community agencies to ensure excellent relationships and provide advice to Manager in relation to new opportunities for collaboration and organisational direction.
  - Be familiar with, and promote, all other activities of the organisation as part of the daily operations and encourage this philosophy in other staff with consideration to the social value purposes and objectives of the project.
  - Contribute to positive promotion of the project including through approved updates and responses to clients on social media when requested.
  - Work with people from varying backgrounds with an understanding that our organisation works with vulnerable members of the community and seeks to promote an inclusive, respectful and judgement-free space for them to attend.
5. Organisational responsibilities including:
- Attend regular staff meetings and project meetings at Laidley Community Centre as requested and participate in performance review process.
  - Attend training as required of the organisation
  - Log in daily to computing systems to check emails, complete time sheets and perform other communications and reporting expected of employees
  - Perform other duties as requested by the Manager.

## QUALIFICATIONS & EXPERIENCE

### IDEAL BUT NOT MANDATORY:

- Certificate III or above in hospitality or similar, and
- Minimum of 3 years experience in cafe environment or similar, and
- Minimum of 3 years experience in training/supervising subordinate staff (in any field).
- Accredited Food Safety Supervisor

### MANDATORY:

- First Aid Certificate holder (or ability to attain)
- Blue card holder (or ability to attain)



## KEY SELECTION CRITERIA

To excel in this position, the ideal candidate will have:

- SC1.** Experience in hospitality managing a small team in a busy/cafe setting with a drive and work ethic that will support the project to achieve full potential. This includes first-class barista-skills and a passion for food that results in care and attention to detail in its preparation.
- SC2.** Excellent verbal communication and interpersonal skills to ensure positive customer experience and resolution of potential conflict. These skills must include the ability to give clear directions to staff and constructive feedback as required.
- SC3.** Basic written skills for completing cafe administration including recording incoming stock, completing registers, filing receipts, performance reviews and signs.
- SC4.** Sound understanding of, and high commitment to, the underlying social value objectives of the cafe and the ability to incorporate these principles into day-to-day operations.
- SC5.** Proven reliability and ability to work under limited supervision to achieve required targets and outcomes with an uncompromised standard of integrity.

Applications close **5pm on 28<sup>th</sup> May 2020**. Only applications that follow the below instructions will be considered.

Please send your application via email to [manager@laidleycc.org.au](mailto:manager@laidleycc.org.au) with:

- a letter of introduction that includes a brief response to each of the selection criteria (no more than 2 pages total)
- a resume with contact details of two (2) recent work supervisor referees.

If you have any questions relating to this position, please call Alana Wahl at Laidley Community Centre on 07 5465 1889 or email [manager@laidleycc.org.au](mailto:manager@laidleycc.org.au)