



Position Description – Cafe Shift Supervisor

Background Information:

Laidley Community Centre Inc. (LCC Inc.) is a dynamic, grass-roots, not-for-profit organisation made up of community leaders, local business people, committed and caring staff, and vibrant community members. Managed by a voluntary board of management, LCC Inc. is staffed by a team of volunteers to deliver a suite of services, with charity as a primary focus to achieve positive outcomes for those community members most in need. LCC Inc. delivers a number of services to the community at Laidley Community Centre at 13 Mary St, Laidley. These include Emergency Relief, Food Relief, Community Connect, Welfare Access (via Centrelink), Tax Help, Computer Help, Form Filling, Venue Hire and Information/Referral. Additionally, the community centre hosts a range of visiting services and undertakes other activities and events where appropriate. These centre-based services compliment a range of other community projects overseen by LCC Inc. including the Early Connections Project, Community Volunteer Response Team and youth training at our social enterprise café, Community Grounds. All services delivered by LCC Inc. are closely integrated to support strengthened services access for the community and a cohesive and highly effective LCC team. Further information can be found at www.laidleycc.org.au.

Job Summary

The role of the **Café Shift Supervisor** at our social enterprise café, Community Grounds, is to support local youth to deliver food & beverage operations of the cafe by providing an engaging and prompt service, supporting the trainee's learning program, demonstrating integrity in all actions and following policies and procedures. As an ambassador for Laidley Community Centre Inc. and the Community Grounds Cafe, it is important that you support our social enterprise with positive actions, conversations and behaviours at all times and follow all mandatory and internal processes. The employment conditions are in line with the Hospitality Award 2010 and Fair Work Act.

Location

This position is situated primarily at Community Grounds, 129 Patrick Street, Laidley.

Reporting Structure:

The position reports directly to the **Manager**, with learning and development supported by both Neighbourhood Centre Coordinator of the Laidley Community Centre. At times you may be requested or scheduled to assist with the tasks required by the broader organisation.

General Conduct / Employment Standards

All staff are expected to abide by our Code of Conduct, including complying with our strict privacy and confidentiality policies. Additionally, the culture of our organisation requires that our volunteers be afforded the highest level of respect by all team members as they are at the core of our organisation. LCC Inc. is an Equal Opportunity Employer, adheres to Workplace Health & safety regulations, is a Child Safe Organisation and operates under Social Justice principles. Due to vulnerability of many of our clients, as at 1 March 2022, LCC Inc. requires all customer-facing staff and volunteers to be fully vaccinated against COVID-19 (per most current Queensland Health definition) which does apply to this role. As per our Code of Conduct, all personal and business matters relating to any Laidley Community Centre Inc. or Community Grounds business must be kept confidential inside and outside of work hours, at all times. **There will be zero tolerance of a breach of client privacy or organisational confidentiality.**

Community Grounds staff are responsible for learning and complying with the Standard Operating Procedures as a condition of their employment.



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



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- 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

DESIRABLE (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)



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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.