

Position Description

Position title:	Team Leader Barista
Directorate:	City Wide Services
Service Unit:	Civic Services
Reports to:	Food and Beverage Services Coordinator
Direct reports:	Nil
Salary point:	LTCA 6
Work location:	Civic Theatre
Date revised:	July 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day-to-day interactions and everything we do.

What's it like working in Civic Services?

Civic Services is responsible for many activities across the fields of entertainment, cultural development, venue and event coordination, food and beverage, volunteering, charity partnerships and services for tourism. We manage some of the City's most valuable assets – Newcastle City Hall and the Civic Theatre, as well as the Civic Station building which houses our Visitor Information Centre, and multipurpose Function Centre at Fort Scratchley. Our people are passionate about Newcastle, culture, supporting the community and the venues we look after. We aim to preserve our valued community assets while ensuring full use is made of them, to the benefit of the community.

What's the focus of this position?

This position works collaboratively within a team to provide excellent café operations, primarily at Civic Digest and across catered events at Civic Services associated venues or locations. The primary objective is to create a safe, welcoming environment and ensure smooth delivery of all cafe operations, to maximise the customers' enjoyment of our facilities. Leading Civic Digest's team of baristas, this position will manage staff in day-to-day operations and perform relevant administrative duties to ensure all services provided are delivered at the highest possible standard, providing the best possible experience.

What you'll be doing:

- Work alongside management to plan and deliver a premium café experience to all stakeholders, including operation of Civic Digest Café and associated off-site catering events, and cafe service on Civic Theatre and Playhouse show nights.
- Assist the Café Supervisor in the day-to-day café operations to provide and maintain efficient service, aiming to exceed customer expectations at all times.
- Perform all duties in accordance with procedures, policies, rules, and regulations.
- Work respectfully with all levels of staff to ensure smooth operation of the business, while ensuring confidentiality and discretion is always maintained.
- Be passionate and engaged in all aspects of coffee culture and train and develop other staff in barista skills and customer service.
- Maintain positive relationships with key suppliers.
- Maintain effective cash handling techniques and ensure all staff are following cash management procedures.
- Responsible for staying up to date with current industry tea and coffee trends and ensuring that all team members are educated on our various types of tea and coffee and the differences in flavour and blends.
- Encourage repeat business through developing a rapport with customers by learning their names, favourite drinks, and food items.
- Ensure clear communication in all verbal, written and electronic media and engage with customers through social media
- Responsible for maintaining venue presentation in line with established standards, including identifying, reporting, and correcting any safety and maintenance issues as required
- Provide a safe environment for all patrons and staff, ensuring evacuation protocol and ensure WHS and Workcover requirements are met.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your manager.

The essentials you'll need:

- Experience in busy hospitality environments
- Experience in training staff and mentoring peers
- High level barista skills and experience
- Excellent customer service skills
- Ability to spot and resolve problems efficiently
- Ability in managing and delegating multiple tasks

- Excellent communication and leadership skills
- High levels of cash-handling skills
- Ability to work within set financial parameters
- Guest-oriented and service-minded
- Current Responsible Service of Alcohol (RSA) certification
- Prepared to work extraordinary hours in line with events and hospitality industry expectations

Other valuable skills you may have:

- Experience with Kounta point-of-sale software
- Current Food Safety Certificate
- Drivers licence
- First aid certification

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	