

Job Demands Analysis

Job Title:	Café Coordinator
Division/Branch:	Liveability Dubbo
Date of Assessment:	20/05/2019
Assessment Completed By:	Recovre
Hours/Days of Work:	Shifts will fall between 05.30am and 8.30pm dependent on the day of the week, the season and the center's opening hours and operational requirements.
Variable Hours:	<input checked="" type="checkbox"/> Overtime <input checked="" type="checkbox"/> On Call <input type="checkbox"/> Call Outs
Breaks/Rest Periods:	As per Local Government (State) award.

Environmental/Psychosocial Factors

- The Café Coordinator is responsible for the effective and efficient operation of the Café and the supervision of the Café Assistant and Café Attendants within their team.
- The Café Coordinator requires a high level of planning, prioritization and communication skills. Communication skills are essential for both verbal and non-verbal communication and interpersonal skills are required in order to relate to and communicate effectively with staff members and customers.
- The Café Coordinator is responsible for the rostering of staff as per seasonal requirements to ensure sufficient staff load for efficient customer service.
- The Café Coordinator is responsible for the ordering of stock, sourcing appropriate suppliers, completion of stock take, rotation of stock and wastage minimization strategies with effective menu planning.
- A high level of organization skills, ability to prioritize tasks, delegate, supervise and build efficient and professional working relationships.
- Leadership skills to ensure all staff are working within OHS Policies and Procedures and maintaining work standards as per food and beverage standards and Dubbo Regional Council Regulations.
- Implement menu planning within realistic budget constraints whilst targeting the demographic of the Aquatic Leisure Pool environment.
- Take monies and process transactions for payment. Reconcile the till and ensure correct cash handling procedures.

- Ensure appropriate record keeping of stock intake and invoices.
- Manage and address any customer issues or concerns and negotiate a solution moving forward with a high level of interpersonal skills.

Job Description

This position is responsible for the efficient operation of the Aquatic Centre Café whilst maintaining a high standard of customer service for all patrons and a high standard of food, beverage and hygienic standards. The Café Coordinator is to supervise, mentor and coach Aquatic Centre employees working within the Aquatic Centre Café.

Refer to Position Description for Café Coordinator

Manual Handling

	Weight	Frequency	Comments
Lifting	15kg 5-10kg <5kg	Occasional Frequent Constant	Lifting of stock from deliveries, lifting of trays and other kitchen equipment whilst cooking, accessing food items and drinks.
Carrying	5-10kg	Occasional	Carrying of general food and beverage items such as food, drink, cooking equipment and hand tools.
Pushing/pulling	5kg approximately	Frequent	Pushing and pulling to rotate stock, manoeuvre equipment and perform general cleaning of sweeping, mopping and wiping.

Tools Used

Tool	Weight	Comments
Computer, phone, files and general office equipment.		
Hand tools for cooking including but not limited to knives, utensils, pans and trays.		
Baine Marie, sandwich press, deep fryer.		
Dishwasher and sinks.		
Cash register		

Balance		
	Exposure to	Comments
Level ground	Yes	When walking throughout the Café.
Uneven ground	Minimal	Paved areas outside the Café.
Unprotected heights or high levels	No	Not required.
Environmental Conditions		
Temperature	Conditions within the Café will vary dependent on the impact from external temperatures and the amount of equipment cooking at any given time. Fan facility is available to assist with temperature control.	
Lighting	The Aquatic Centre Café consists of a combination of natural and artificial lighting. Natural lighting will vary depending on the time of the day. Electrical lighting available at all times.	
Dangerous substances	Exposure to significantly hot oil and cooking surfaces.	
Flooring	Flooring in the Aquatic Leisure Centre Cafe is non-slip, hard wearing high traffic wearing Lino. Outdoor areas consist of concrete and paved areas.	
Vehicle	In the event a vehicle is required, the Coordinator is to request a Council vehicle or approval for personal vehicle use.	
Access	Access to the Aquatic Leisure Centre Café is via a split half door and roller door configuration. One step is required to access the externally located cool room.	
Sun/ weather exposure	Minimal sun exposure when clearing rubbish on outside tables only.	
Safety implications	There is an increased risk of upper limb and back injury if safe manual handling techniques are not implemented at all times. A risk to burns is present due to working with hot surfaces, hot oil and steam. A risk of verbal abuse exists with disgruntled customers requiring conflict resolution and diffusing strategies.	

Environmental Conditions Other		
	Exposure to	Comments
Inside work	Yes	The Café environment is predominantly enclosed with floor to ceiling tiled walls with the exception of two half open serving sides allowing open air to enter the kitchen area.
Outside work	Yes	Clearing tables of rubbish.
Night work	No	
Extreme heat	Yes	Staff will be exposed to extreme external heat temperatures as well as elevated temperatures within the kitchen environment working with hot surfaces, deep fryers etc.
Extreme cold	No	The Aquatic Leisure Centre is seasonal operating in warmer months only.
Humid or wet	No	
Noise	Yes	The Café will be exposed to high levels of combined noise given numerous cooking equipment working at one time such as an industrial range hood as well as queues of customers in high demand periods.
Vibration	No	
Mechanical hazards	Yes	Various types of kitchen equipment.
Electrical hazards	Yes	Various types of kitchen equipment.
Risk of burns	Yes	Burns risk from hot oil, steam, hot cooking surfaces and hot water.
Radiant energy	Limited	Sunburn in summer if working outside. All staff are to adhere to sun protection strategies.
Poor ventilation	Moderate	Ventilation is dependent on the efficient working order of the Café fan system. Ventilation will be reduced on hot, dry days with limited opening's available to the outside for air circulation.

Environmental Conditions Other		
	Exposure to	Comments
Moving objects	Yes	Constant contact with other staff within the Café and equipment and food being carried and moved within the kitchen environment.
Sharp tools	Yes	Sharp implements such as knives.
Cluttered or slippery floors	Yes	Flooring may be cluttered throughout delivery periods of stock.
Elevated surfaces	No	
Lighting	Yes	The Cafe is artificially lit by natural light and electronic means.
Exposure to fumes/ odours/ dusts/mists/ gases/chemicals	No	
Exposure to biological hazards	No	
Sensory/Communication		
	Required:	Comments:
Vision	Yes	Good visual perception and acuity is required. Ability to wear prescription glasses or contacts as needed.
Hearing	Yes	Required to interact and communicate with the general public and appropriately interact with customers to provide adequate customer service. Ability to hear communication from other staff and safety cues within the Café environment.
Speech	Yes	A high level of interpersonal skills are required in order to communicate effectively with the general public, providing a high level of customer service. Additionally, a high level of communication and interpersonal skills are required to manage conflict resolution on an as needed basis.
Reading	Yes	Moderate literacy skills required.

Environmental Conditions Other

	Exposure to	Comments
Writing	Yes	Moderate literacy skills required.
Numerical ability	Yes	Moderate numeracy skills required.

List of Job Tasks

Administration tasks of ordering, stock take, financial duties, rostering and training.	50%
Cooking and Customer Service	40%
Cleaning	10%
TOTAL	100%

JOB TASKS

Administration		<ul style="list-style-type: none"> Staff rostering as per the demands of the Café. Ensure appropriate training of all staff and adherence to relevant policies and procedures. Ensure a high standard of values, positive work ethic and behaviors are enforced, as well as work, health and safety responsibilities. Menu planning, ordering of stock, stock rotation and wastage minimization. Staff meetings / briefings regarding Menu plans. Implementation of standard appropriate safe workplace practices for the food and beverage industry including health and hygiene standards and compliance with the provisions of the Food Act 2003. Promotion and marketing of the Aquatic Leisure Centre Café. Supervise and monitor correct cash handling procedures, reconciling of accounts and appropriate banking procedures. Other administration tasks as required including reporting through to Manager. 			
Physical Demands	Never	Occasional 1-33%	Frequent	Constant	Comment

	0%		34-66%	67-100%	
Sitting				x	Planning and administrative tasks performed at a desk / computer.
Standing			x		Tasks performed whilst standing, such as stock take, rotation of stock, liaison with fellow staff and cash handling.
Walking		x			Occasional walking throughout the Café area.
Stairs	x				
Squatting		x			Occasional squatting when accessing items below waist height.
Kneeling	x				
Bending spine/hip		x			Whilst performing light admin if standing and there is a need to obtain something below waist height.
Working above shoulder height		x			Required when reviewing stock above shoulder height for ordering purposes. Required when opening the roller doors to the kitchen area.
Working below waist height		x			Some administrative items may be positioned below waist height.
Reaching forwards			x		Whilst performing seated or standing administrative tasks.
Gripping/grabbing			x		Whilst performing administrative tasks with pen/pencil, folders and telephone and grasping stock to check stock levels.
Pushing		x			Pushing and pulling to maneuver stock on an as needed basis.
Pulling		x			

Lifting		x			Light lifting of stock, files or paperwork up to 5kg.
Fine hand coordination				x	Whilst typing or using writing equipment.
Tools and equipment used	Computer system and general administrative equipment.				
Adaptive devices available	Appropriately adjustable ergonomic chair. Desk station at appropriate height if administration duties are to be completed whilst standing.				
Description of their use	Ergonomic chair recommended to ensure safe and appropriate seating for staff.				
Task rotation or modification options	The ability exists to alternate posture in between various administrative tasks.				
PPE required	Gloves to be worn as required alongside usual uniform and PPE requirements as per Dubbo Regional Council requirements.				

Cooking / Customer Service		<ul style="list-style-type: none"> • Customer service inclusive of communication with customer for order taking and cash handling. • Cooking / food preparation for pre-made items. • Cooking as required for specific order requirements. • Clean as you go principles. • Communication with other staff regarding delegation of cooking tasks and completion of same. • Packaging of food in appropriate plastic, cardboard containers / paper. • Clearing tables outside. • Complaint resolution. 			
Physical Demands	Never 0%	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comment
Sitting	x				

Standing				x	Constant dynamic standing in the kitchen environment.
Walking				x	Constant walking for brief distances on even, non-slip terrain. Walking outside to clear tables.
Stairs	x				
Squatting			x		Squatting / kneeling required to safely lift and lower equipment, stock and other kitchen items as required.
Kneeling		x			Bending is not recommended from an ergonomic perspective to access lower levels. Squatting, kneeling or crouching is recommended.
Bending spine/hip		x			
Working above shoulder height		x			Occasional reaching light items located overhead; reaching to access the industrial range hood; reaching to open and close the roller door.
Working below waist height		x			Occasionally required when obtaining equipment and other cooking / serving items.
Reaching forwards				x	Constant reaching to perform all cooking, serving and cleaning activities and tasks.
Gripping/ grabbing				x	Gripping and grabbing of the bilateral hands to perform all cooking, cleaning and serving tasks.
Pushing			x		Required to sweep, mop, wipe, scrub and maneuver
Pulling			x		

					items within the kitchen. Load / unload dishwasher.
Lifting			x		Lifting of food supplies, beverages, bulk stock items as required as well as cooking and cleaning items.
Fine hand coordination			x		Fine motor coordination and manipulation required for food preparation, assembly, cash handling and register use.
Tools and equipment used	<ul style="list-style-type: none"> • Hand tools for cooking including but not limited to knives, utensils, pans and trays. • Baine Marie, sandwich press, deep fryer. • Dishwasher and sinks. • Cash register 				
Adaptive devices available	<ul style="list-style-type: none"> • NA 				
Description of their use	N/A				
Task rotation or modification options	Customer Service and light cleaning is completed by the Café Coordinator as required and in combination to delegation of these same duties to other staff such as the Café Assistant and Café Attendant.				
PPE required	<ul style="list-style-type: none"> • Gloves to be worn as required alongside usual uniform and PPE requirements as per Dubbo Regional Council requirements. 				

Cleaning	<ul style="list-style-type: none"> • Cleaning tasks to be completed on a daily basis separate to general clean as you go principles such as sweeping and mopping the entire kitchen floor; emptying bins; wiping over all surfaces; packing away food and stock items into appropriate storage areas; loading and unloading dishwasher; hand washing of any cooking items / utensils that require hand washing. • Performance of routine, scheduled cleaning of cooking equipment, deep fryers inclusive of draining and replacing the oil
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as per food safety policies and procedures and cleaning any other form of cooking equipment.

Physical Demands	Never 0%	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comment
Sitting	x				
Standing				x	Constant static and dynamic standing in the kitchen environment.
Walking			x		Frequent walking for brief distances on even, non-slip terrain. Walking outside to clean tables / chairs.
Stairs	x				
Squatting			x		Squatting / kneeling required to safely access lower levels, below waist height. Squatting / kneeling required when applying safe manual handling techniques. Bending is not recommended from an ergonomic perspective to access lower levels.
Kneeling		x			
Bending spine/hip		x			
Working above shoulder height			x		Frequent reaching overhead to wipe down and clean surfaces and to put away stock / food items.
Working below waist height			x		Frequent below waist height work to clean lower levels, put away stock and food items.
Reaching forwards				x	Constant reaching to perform all cleaning activities.
Gripping/ grabbing				x	Constant gripping and grabbing of the bilateral

					hands to perform all cleaning activities.
Pushing			x		Required to sweep, mop, wipe, scrub and maneuver items within the kitchen. Load / unload dishwasher.
Pulling			x		
Lifting			x		Lifting of cooking items and equipment to be cleaned.
Fine hand coordination			x		Fine motor coordination and manipulation required for fine cleaning activities.
Tools and equipment used	<ul style="list-style-type: none"> • Wipes / cloths / scourers / brushes and any other form of cleaning object that may be utilized for similar tasks. • Dishwasher and sinks. • Broom, Mop and mop bucket. • Buckets 				
Adaptive devices available	<ul style="list-style-type: none"> • NA 				
Description of their use	N/A				
Task rotation or modification options	Cleaning is completed by the Café Coordinator as required and in combination to delegation of these same duties to other staff such as the Café Assistant and Café Attendant.				
PPE required	<ul style="list-style-type: none"> • Gloves to be worn as required alongside usual uniform and PPE requirements as per Dubbo Regional Council requirements. 				

This Job Demand Analysis has been assessed and approved by the relevant Supervisor and corresponding Manager within Dubbo Regional Council. This Job Demand Analysis will be implemented effective from 23 May 2019.