



POSITION DESCRIPTION

Our Values:



Position title:	Café Supervisor
Position code:	2265
Section:	Liveable & Active Communities, Chief Community Office
Position reports to:	Operations Manager
Salary Band and level:	Band 1 Level 3
Staff management:	Yes
Budget responsibility:	No

Primary function:

GSAC Café Supervisor is a key member of the professional staff at the Goonellabah Sports and Aquatic Centre (GSAC). This position plays a vital role in directly managing all aspects of the GSAC café.

Person Description:

- The right person for this role will be self-motivated, proactive, observant, and aware
- They will be a team player
- They will embody Council's values

Hours of Work:

This position is offered as permanent part time.

- The position may be required to work across the 7 days of the centre's operations, with a minimum of 20 hours per week.
- Split shifts may be a requirement of this position.

Responsibilities and duties:

In consultation with the Operations Manager, GSAC Café Supervisor is accountable for decisions which relate to the operation of the GSAC Cafe. Policy, procedures and the legislation framework are utilised as a guide for day-to-day operations.

Responsibilities		Accountability
Work Health and Safety	Follow defined work health and safety policies and procedures relating to the work being undertaken in order to ensure own safety and that of the	<ul style="list-style-type: none">• An engaged workforce fostering a culture of safety and behaviour based on safety principles.

	public and others in the workplace.	
Customer driven service delivery	Provide a level of service which meets the expectations of the community.	<ul style="list-style-type: none"> • Align service delivery to meet current schedules and tasks. • Enhance your knowledge base • Drive a customer service approach in all internal and external interactions <p>Embrace continuous improvement principles to improve delivery of services to Council customers</p>
Communication	Level of written, verbal and interpersonal communication skills to liaise with team, follow instruction and complete related documentation as required.	<ul style="list-style-type: none"> • Provide clear concise information to all • Contribute to providing effective communication to foster a team-based culture • Complete required documentation
Innovation	Contribute to creating a culture that inspires people to generate innovative solutions that optimise revenue to GSAC and Lismore City Council	<ul style="list-style-type: none"> • Provide feedback to team meetings for suggestions on potential improvements that may assist with continuous improvement activities
People	Effectively co-operate with other team members to ensure quality service outcomes.	<ul style="list-style-type: none"> • Demonstrate accountable and constructive behaviours in all interactions • Commitment to participating in a positive team environment • Be flexible and adaptable to the changing needs of the team • Be flexible to take on other roles as required (e.g. in leave periods)
Governance and Risk	Identify and report any operational risks to management.	<ul style="list-style-type: none"> • Provide timely feedback and/or hazard reports to appropriate person/register to prevent and minimise incidents and operational risks

Position objectives include:

- Build a thriving and profitable café which complements all other aspects of the business.
- Provide of a variety of cost-effective food and beverage options that meet the needs of centre clientele.
- Operate an efficient business that achieves an annual profit.
- Maintain and order café stock levels to meet demand.
- Maintain food and hygiene standards as required by policy and regulations.
- Train, monitor and supervise staff to assist in the smooth operations of the café.
- Comply with all WHS requirements as per policy and regulations.
- Provide a consistently high standard of customer service to patrons and centre staff.

Entry level requirements:

- Prepare, cook, and serve food
- Engage with café clients in a warm, friendly, and efficient manner
- Barista Experience

Qualifications, certificates and licences

- Current Class C Driver's Licence. (Desirable)
- Working with Children Check
- Food Safety Supervisor Accreditation

Experience, skills and knowledge

- Relevant Industry experience
- Barista (coffee making)
- Cash handling skills
- Sound customer service skills and ability
- Safe manual handling techniques
- Ability to work effectively as part of a team, to deliver key task and service outcomes
- A genuine desire to help others and assist people
- Understanding and application of all Work Health and Safety requirements
- Practical implementation of measures or processes integral to the effective delivery of services and operations
- Practical knowledge and experience in maintaining presentation and cleanliness of facilities
- Ability to assist with set up, pack down, and cleaning for events and other activities.
- Strong communication skills, including verbal and written forms
- Willingness to provide constructive contributions to work improvement processes
- Familiarity with Council structure, products, and customers
- Provision of services in a manner consistent with Council standards