



POSITION DESCRIPTION

Position title: Outlet Supervisor – F&B

Department: Operations

Reporting to: Area Manager

Supervises: Full Time and Casual Staff where required

Employment type: Full Time

Classification: Level 3.1
Higher Education Industry – General Staff Award 2010

Conditions: 38 hours per week mainly between 7am to 8:30pm;
May include some weekends and nights as dictated by business requirements

Purpose

The Outlet Supervisor is responsible for the ongoing supervision of the Outlet; ensuring all standards and expectations are met on a daily and shift-to-shift basis in the absence of the Outlet Coordinator/Outlet Manager.

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Sales	<p>Outlet operations meet budgeted sales targets Daily / Per Shift (originally Weekly / Monthly / Yearly)</p> <p>Ensure presentation of outlet, and products is maintained to a high standard and only approved signage, props are used</p> <p>Proactive in recommending changes to range/service model to Outlet Coordinator/Outlet Manager/Area Manager to continue to grow sales</p>	<p>Meet actual vs budget result as per agreed budget</p> <p>Increase in spend per head based on agreed targets</p>
Leadership and Supervision	<p>Continual leadership, development and motivation of team members including customer service training as per the training matrix</p> <p>Identify to Outlet Coordinator/Outlet Manager/Area Manager any areas of improvement to reduce labour cost</p>	<p>Employee relations / performance issues are resolved promptly and in line with USU policies and procedures</p> <p>Team members are provided with ongoing coaching and</p>

	<p>Recommend to Outlet Coordinator/Outlet Manager/Area Manager and P&C appropriate training for staff as required</p> <p>Monitor staff and ensure they are exceptionally presented at all times, in line with the USU Uniform Policy</p> <p>Ensure that all service, cash handling procedures are followed as per the USU Cash Handling Policy</p>	<p>training in line with training matrix</p> <p>Rosters are distributed 1-2 weeks in advance and reflect the demands on the outlet</p> <p>Team member presentation meets and exceeds USU presentation standards</p> <p>Nil cash variances or shortages</p>
Customer Service	<p>Enthusiastically satisfy our customers with every transaction through the implementation and development of the training matrix</p> <p>Ensure the outlets' products and merchandises are maintained and are appealing; work with the Area Manager to ensure all planogram standards are met with promotional activity executed on time</p> <p>Effective presentation and merchandising of all outlets, products and items within the service area to agreed and appropriate standards</p> <p>Ensure staff understand high levels of customer service and pass any customer issues on to the Outlet Coordinator/Outlet Manager/Area Manager</p> <p>Use of appropriate service recovery to ensure that all customer service issues are resolved at site. Escalate directly to Manager if required</p> <p>Ensure all staff meets USU Coffee Partner's hot beverage standards</p> <p>Responsible for ensuring outlet is presented in a clean and tidy manner at all times</p>	<p>Minimise customer complaints and ensure all issues are resolved in the customers' favour</p> <p>USU Coffee Partner's coffee audit results are satisfied</p> <p>Development of staff through USU Coffee Partner coffee program</p>

Cost control	<p>Ensure proper storage and rotation of stock and ensure that wastage is kept to a minimum and recorded through POS</p> <p>Maintain stocks to agreed par levels and all products are purchased within the purchasing and inventory guidelines</p> <p>Ensure that goods received are checked for correct quality and quantity as per Food Safety Procedures Manual</p> <p>Ensure stocktakes are completed as per stock take schedule</p> <p>Identify any possible savings in labour on a daily basis</p>	<p>Labour hours and COGS meet or are lower than budgeted targets</p> <p>Stock take result to be in line with budgeted GP and COGS</p>
Regulatory Compliance	<p>Ensure all staff understand and are compliant with:</p> <ul style="list-style-type: none"> • HACCP • WH&S • Cash handling • P&C policies and procedures <p>Ensure outlet is compliant with the Responsible Service of Alcohol (RSA) as per the Liquor Act and USU Alcohol Policy (where applicable)</p>	<p>All work meets WH&S, HACCP, and USU policy requirements</p> <p>Administration and compliance issues are completed or managed according to procedure</p> <p>Fully up to date outlet RSA Register with appropriate signage</p>
Administration	<p>Ensure the following relevant weekly paper work completed on time:</p> <ul style="list-style-type: none"> • Employment Hero clocking in and out • HACCP • Sign off of all invoices and purchase orders • Stock movements • Any other paper work as required 	<p>Nil paper work issues</p> <p>All stock is received without shortages, counted and signed</p>
Staff Development	<p>Staff training needs are identified annually at minimum and training needs are promptly communicated to the P&C</p> <p>All team members complete identified training requirements</p> <p>All team members have appropriate qualifications and certifications for their role as per regulatory and/or USU requirements</p> <p>All training records and certificates are forwarded to the P&C within 1 week of receipt</p>	<p>Staff training needs are clearly outlined to P&C annually</p> <p>All staff are appropriately certified and required re-certifications are completed on time</p> <p>Training records and certificates are forwarded to the P&C within 1 week of receipt</p>

Work Health & Safety (WHS) Leadership	<p>Ensure all work is conducted in a safe manner</p> <p>All WHS policies, procedures and instructions are complied with</p> <p>All incidents and hazards are reported immediately to Manager and People & Culture Department</p> <p>Ensure the correct usage and maintenance of safety devices and personal protective equipment</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p> <p>Incidents are investigated and appropriate documentation is immediately forwarded to People & Culture</p> <p>All HACCP/Food Safety program requirements complied with</p>
Demonstrate commitment to the department and USU as a whole	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p>

Essential Criteria

- At least 2 years' previous management experience in a high paced café / restaurant environment
- At least 2 years' experience working with commercial coffee machines in a high volume environment (using at least 5kgs of beans per day)
- Ability to lead staff and maintain productivity in the absence of Manager
- Exposure to the management of both front of house and kitchen teams
- Current Responsible Service of Alcohol (RSA) photo card and certification
- Demonstrated experience or understanding of Point of Sale system
- Demonstrated understanding of excellent customer service and high level of verbal and written communication skills
- Strong organisational and problem-solving skills
- Strong computer skills/experience
- Understanding of HACCP procedures or food safety programs
- Current Food Safety Certificate
- Flexibility with regard to hours worked

Desirable Criteria

- Tertiary qualifications in catering and/or hospitality management
- A commitment to and understanding of the Union, its roles and relationship to the University
- Previous experience ordering stock and effectively managing stock levels
- A general knowledge of industrial and Work Health and Safety legislation

Physical Requirements

Required frequently: standing, bending, reaching, scooping

Required occasionally: walking, kneeling, squatting, lifting, lifting up to 10 kilograms

Compiled by: Area Manager – F&B Date: November 2022

Authorised by: People & Culture Date: November 2022

Current Employee Signature: _____ Date: _____