

Job Description

Position: Café Manager

Reports to: Caleb Dwyer, Renee Dwyer, Carol Smith, Nicole Tipper
Café on Corporation Team on behalf of – Generocity Church Bathurst

Primary Purpose:

The café manager will manage all aspects of our social enterprise café including rostering and stock control.

Position in Context:

The varied role includes general café and barista duties as well as menu planning and ordering; day-to-day operations and staff management, building and nurturing relationships with our customers; managing suppliers; financial management, budgeting and POS handling.

Uniquely, as the café is a community enterprise, the Café Manager will work alongside other community organisations to shape and develop the Client Program, which aims to create sustainable employment and training opportunities for people living with a disability in our community who otherwise would be disadvantaged in finding employment.

It is essential that a friendly and welcoming environment is created that promotes growth in the unique abilities of our staff through creative and flexible work arrangements. Our compassionate, flexible and enjoyable work environment will foster professional excellence, community engagement and personal development.



Key Responsibilities:

The Café Manager will co-ordinate or direct the following areas of the business:

- All aspects of day-to-day operational management of the café
- Ensure consistently excellent customer experience
- Achieve daily/weekly sales targets
- Lead all aspects of daily staff management, from roster planning, training and coaching and quality control to ensure consistently high standards of daily operations
- Oversee the daily menu, food quality control and food preparation
- Manage the front of house responsibilities, till and POS station and lead the small team in creating a smooth and harmonious café atmosphere
- Represent the social enterprise to a range of external stakeholders, including customers, government, corporates, training, employment and community services agencies
- End-of-day duties, cash handling, sales reporting and banking procedures
- Manage any unforeseen events that occur within any busy café and social enterprise.
- Cover all other roles during breaks and illness including food preparation and barista responsibilities

Key Relationships:

Internal

Lead Pastor
Staff & Carers

External

General Public
External Consultancies
Professional Organisations
Accountants/Audit Organisation
Bank



Qualification, Knowledge & Experience:

- A person who exhibits good character qualities
- Successful completion of year 10.
- Two (2) years related work experience.
- Hold appropriate FSS qualifications.
- Successful completion of a hospitality or management course will be highly regarded.

Selection Criteria:

- Experience managing a small team within a busy café/restaurant setting;
- Brilliant customer service;
- Passionate and knowledgeable about good coffee and creating an enjoyable café experience;
- Excellent interpersonal and communication skills;
- Willingness & ability to work as part of a dedicated team;
- Food handling and barista skills
- Ideally, have knowledge & experience of social enterprises and have worked with people living with a disability
- Willingness to undergo a National Police Check.

Additional Requirements:

- Be a well-respected member of the local community.
- Demonstrated commitment to leadership.
- The successful applicant will be employed by Generocity Church as such should be sympathetic to the Christian Worldview (while not necessarily holding the same)



Related Documents:

This position description is a primary document outlining the requirements, nature, function and relationships of the nominal position. It is to be read in conjunction with the following documents (as appropriate):

- The individual's employment contract
- The Church's constitution and organisation structure
- The Church's policies and procedures

The individual employment contract will be in accordance with - Hospitality Industry (General) Award 2010 [MA000009].

