

CAFÉ TEAM LEADER

(PHPC / ARENA JOONDALUP - POSITION #05417 / #05421)

VENUES WEST

AWARD CLASSIFICATION	VWGA, Level 3	ANZSCO	4312
DIRECTORATE	Venue Management	Branch	Sports and Events
LINE MANAGER	Retail Supervisor	Direct Reports	Café Attendants
SPECIAL CONDITIONS	Outside of hours and weekend work as required		

ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

The Café Team Leader works as a member of the Catering team, leading the Food and Beverage Attendants in effective teamwork by promoting a positive work culture to maximise efficiency, quality and safety in the day-to-day operations of the Café. Is a key support role for the Retail Supervisor/s working across the retail outlets at HBF Stadium, Bendat Basketball Centre, WA Athletics Stadium & HBF Arena.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

CAFÉ OPERATIONS

- Ensures a high level of customer service is maintained and builds customer loyalty with regular patrons of the venue and café.
- Assumes responsibilities as the senior barista preparing and serving high quality beverages in a timely manner and overseeing the standards produced by other Food and Beverage Attendants.
- Works closely with the Chef, Sous Chef and Retail Supervisor by communicating regularly, adhering to operating procedures and reporting issues.
- Performs cash handling and EFTPOS transactions in an accurate and timely manner adhering to operating procedures and customer service principles.
- Responds to customer requests and complaints in a professional and competent manner.
- Cleans and maintains the espresso machine, organises and prepares food for service, portions and plates food for service and assists with vegetable and salad preparations as required.
- Ensures tables are cleared and cleaning is carried out in accordance with food safety procedures to maintain a hygienic and pleasant environment.
- Assists in effective stock-management processes for cafe and events including consumption sheets/storage/wastage.
- Reviews rosters in conjunction with the Retail Supervisor/s as required to manage changes during the functions/events

PEOPLE AND SAFETY

- Creates a safe environment for self, colleagues and customers by following the health and safety policies and procedures and actively engaging and educating others during day-to-day operations.
- Supervises Food and Beverage Attendants on duty days; allocating tasks and providing on-the-job training and instruction.
- Actively ensures employees follow HSEQ, manual handling and safe food handling procedures.
- Supports respectful and effective working relationships by acting as a role model for other staff and demonstrating a problem solving approach to operational issues.
- Actively participates in staff meetings and other communication forums sharing information and knowledge with other café team members, leaders and managers in order to improve work practices.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Previous experience in a café, food service or hospitality environment including:
 - a. delivering outstanding café experiences for customers;
 - b. extensive espresso coffee making skills producing a range of quality on-demand beverages;
 - c. supervising staff and providing on-the-job training;
 - d. cash handling and use of food and beverage 'point of sale' equipment;
 - e. good knowledge of food products, safety and hygiene.
2. Supports shared purpose by understanding organisational objectives and how they are relevant to the role.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed; Manages progress and provides prompt and courteous service; Responds to diverse experiences and understands the importance of customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly; Listens to, understands and adapts communication styles to the audience.
7. Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.

DESIRABLE

1. Previous experience in retail, event and functions operations including stock control and management.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- Barista training with a recognised training provider; or capacity to complete within 3 months of commencement;
- Food Safety Certificate; or capacity to complete within 3 months of commencement.

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within X months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

<DELEGATE NAME>
<JOB TITLE>

<DELEGATE SIGNATURE>

DATE JDF APPROVED

Click or tap to enter a date.