

## SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

### Position Details

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Title:	Café Lead
Classification:	Band 3
Directorate:	Wellbeing, Planning & Regulation
Business Unit:	Community Wellbeing
Reports to:	Customer Experience Coordinator

### Our Vision and Values

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#### Vision

Thriving Community, Limitless Opportunity

#### Values

Raise the Bar

Create Brilliance Together

Dream Boldy, Change Bravely

Integrity in Every Step

#### Child Safety

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero-tolerance approach to child abuse
- having a zero-tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

### Position Summary

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The Cafe Lead is responsible for overseeing the day-to-day operations of the cafe, ensuring a high standard of service, quality, and cleanliness. This role involves leading the daily operations, maintaining inventory, managing customer relations, and ensuring that the cafe environment meets both customer expectations and organisational standards. The Cafe Lead

will also play an essential part in fostering a positive and productive work environment while ensuring efficient operational flow.

## **Key Responsibilities**

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### **1. Operational Leadership:**

- Work in collaboration with Customer Experience Coordinator to set up efficient processes to guide the cafe team to deliver exceptional customer service.
- Provide feedback and options to Customer Experience Coordinator relating to menu options, café processes and ordering operations.
- Promote a positive and cooperative work culture.
- Preparation, on day and in advance, of fresh food products available for purchase in the HILAC café.
- Ensure the cafe maintains a clean, organised, and safe environment at all times.
- Monitor cafe equipment and facilities, ensuring they are functioning properly.
- Implement health and safety regulations and maintain compliance with food safety standards.

### **2. Customer Service:**

- Ensure that customers receive prompt, friendly, and efficient service.
- Handle customer enquiries, complaints, and feedback professionally.
- Promote customer loyalty and provide personalised service to enhance the customer experience.

### **3. Product Quality & Inventory:**

- Ensure the preparation and presentation of food and beverages meets high-quality standards.
- Monitor stock levels and place orders to ensure consistent availability of products.
- Maintain inventory control, including stock rotation and waste management.

### **4. Financial Responsibility:**

- Monitor and control costs, including waste and resource usage.
- Handle cash, register transactions, and ensure accuracy in financial procedures.

### **5. Collaboration:**

- Work closely with other team members, management, and departments to coordinate activities and meet business goals.
- Participate in staff meetings and provide input on cafe improvements and operational challenges.

## **Extent of Authority**

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- Directly responsible and accountable to the Customer Experience Coordinator

- Accountable for ensuring the safety of patrons
- Accountable for ensuring the security of the facility
- Accountable for implementing Emergency Procedures as part of the team response, if and when required
- Responsible for the cleaning of the café and dining area in accordance with facility procedures
- Responsible for carrying out First Aid within guidelines and when required
- Required to contribute to the development of organisational procedures and systems as they relate to customer service and café areas
- Commit to and adhere with Child Safety standards and Council's requirements

### **Judgement and Decision Making**

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- Procedures to be followed are clearly documented and well understood
- Guidance and advice always available from within the Organisation

### **Specialist Skills and Knowledge**

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- Level 2 First Aid Certificate
- Food Safety Supervisor certification (*or willing to obtain*)
- Barista experience or experience in speciality coffee preparation
- Experience in inventory management
- Knowledge and understanding of the hospitality, public aquatic facility and/or leisure industry and associated policies/procedures

### **Management Skills**

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- Skills in managing time, setting priorities and planning own work within a timetable
- Ability to weigh up options and make logical decisions
- Will comply with systems and policies to ensure a safe work environment by:
  - Taking reasonable care for their own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
  - Contribute to OHS consultation processes
  - Prompt reporting of hazards and incidents

## Inter-personal skills

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- An ability to communicate effectively with diverse groups such as schools, community/user groups and members of the public
- The ability to work both independently and as a part of a team

## Compliance with Legislation and Policies

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- Adhere to all current relevant codes of conduct and legislative requirements including:
  - Southern Grampians Shire Council Policies and Procedures
  - Southern Grampians Shire Council Staff Code of Conduct
  - Privacy and Data Protection Act 2014 (Vic)
  - Equal Opportunity Act 2010 (Vic)
  - Occupational Health and Safety Act 2004 (Vic)
  - Government/Industry Codes of Conduct
  - The Southern Grampians Shire Council Enterprise Agreement
  - The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
  - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004

## Qualifications and Experience

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- Level 2 First Aid Certificate
- Food Safety Supervisor certification (*or willing to obtain*)
- Barista experience or experience in speciality coffee preparation
- Experience in inventory management
- Current Working with Children Check

## Key Selection Criteria

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The employee will demonstrate the following:

- Demonstrated experience in day-to-day operations in a hospitality environment, including opening and closing duties, equipment maintenance, and adhering to health and safety standards.
- Demonstrated experience in inventory control, stock rotation and waste management, including managing stock levels, and placing orders to ensure product availability in the café.
- Qualifications in food safety and first aid (*or willingness to obtain*)
- Proven ability to interact with customers professionally while creating a positive and welcoming environment.
- Ability to work in a fast-paced, adaptive environment while maintaining high quality standards, operational flow and a harmonious team environment.
- Strong problem solving skills and the ability to resolve conflicts or issues as they arise.
- Basic administrative and computer skills and experience including Microsoft Office suite and Client Management Systems

## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_