REPORTS TO: Retail & Licensing Manager

SUBORDINATE POSITIONS: Supervisor & Baristas

AWARD: Non Award – Agreed Rate

SECTION: Retail & Licensing

JOB SUMMARY

To be responsible for the operation of a Food and Beverage unit within UniCentre Food Services consistent with the budget, objectives and policies of Wollongong UniCentre.

Establish and maintain first class Barista services providing creative and innovative products with a customer service level second to none.

CUSTOMER SERVICE:

1. To develop enthusiastically satisfied customers all of the time
2. Operate within the programmed hours.
3. To ensure the team welcomes and connects with every customer to ensure they are delighted with their purchase.
4. To discover customer needs and appropriately suggest product with every customer to enhance service and meet sales goals.
5. To research and suggest new products/methods that will enhance the customer experience and keep Rush ahead of the competition.
6. To offer customers a full range of Barista service
7. To liaise with the other Rush manager (2 outlets on campus) to deliver consistency across the brand.

FINANCIAL CONTROL:

8. To contribute to store profitability:
9. To ensure the team follows cash handling procedures and cash register policies.
10. To follow inventory stocking and recording guidelines.
11. To drive Rush goals for increasing sales and improving profits.
12. To report on monthly figures and develop strategies to rectify areas of concern.
13. To write effective rosters to meet service needs while delivering wage cost targets.
PEOPLE AND CULTURE:

14. To take responsibility for learning all aspects of the barista position

15. To be responsible for self-initiated learning.

16. To keep abreast of coffee industry trends

17. To learn and demonstrate all performance standards listed.

18. To ensure all staff on shift are trained in product preparation and operational policies and procedures.

19. To carry out LDP’s (Learning and Development Plans) with all team members.

20. To have regular staff meeting and 1 on 1’s as required

21. To ensure all team members undertake the UniCentre Core Training Requirements within a defined period following their appointment and to provide, organise or recommend skills- and technical- training appropriate to each team member, developing each of them to their full potential.

BUSINESS PROCESS AND INNOVATION:

22. To provide quality beverages consistently for all customers

23. Daily ordering of product, appropriate storage, food preparation, shelf display and presentation of product at a high level. Ensure high standard of cleaning, hygiene and order throughout the outlet

24. To prepare and serve beverages to specific standards.

25. To follow WHS guidelines for all products and working practices, including adhering to cleaning procedures, maintaining food and beverages at the correct temperatures, correct storage of goods, safe operation of equipment, and avoidance of spills, trips and slips.

26. To work with Marketing department to design and implement a marketing plan

27. To maintain quality operations

28. To follow policy and procedures for operational flow at each station.

29. To follow standards for merchandising, stocking, rotating and storing products.

30. To perform cleaning tasks in accordance with the duty rosters and cleaning standards.

31. To present oneself professionally and demonstrate clear communication.
OTHER:

32. To carry out any other duties commensurate with the nature and level of the position.

WORK HEALTH AND SAFETY:

33. Ensure policies and procedures are implemented as per the Work Health and Safety Injury Management System (WHSIMS)

34. Investigate workplace hazards and ensure corrective actions are implemented

35. Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures

36. Provide a consultative process for communication of WHS information allowing employee input into WHS issues

37. Ensure staff are appropriately trained in WHS, standard work method statements and risk assessment

38. Facilitate the preparation of standard work method statements with employees and ensure all tasks are conducted in a manner consistent with the standard work method statements.

39. Ensure standard work method statements are reviewed annually

40. Provide advice and assistance on WHS issues within the unit and ensure workplace inspections are carried out as per schedule produced by the WHS Committee

41. Monitor contractor WHS performance within area of responsibility

42. Report WHS achievements and activities as required

Signed: ___________________________  Date: ___________________________

Employee

Signed: ___________________________  Date: ___________________________

Manager
PERSON SPECIFICATION

1. Well established Barista skills combined with astute business acumen.
2. Passion for and knowledge of the coffee industry and modern trends.
3. Relevant tertiary qualifications and/or relevant management experience within hospitality sector.
4. The ability to engage positively with customers and team members at all times.
5. Demonstrated ability to create and deliver budget results.
6. Enjoy the challenges and rewards of working in a fast paced food and beverage operation with a passion and flexibility to ‘get the job done’.
7. Possess excellent organisational, time management and communication skills.
8. Basic Information technology skills and knowledge.
9. Hands on approach to leadership.
10. Well established and thorough understanding of food handling methods.
11. Attention to and eye for detail in food, staff and unit presentation.

All applicants are strongly advised to address each criterion individually in their application.