REPORTS TO: Retail & Licensing Manager
SUBORDINATE POSITIONS: Supervisor & Baristas
AWARD: Non Award – Agreed Rate
SECTION: Retail & Licensing

JOB SUMMARY

To be responsible for the management of a café within the Retail & Licensing division, consistent with budget targets, business plan objectives and policies of Wollongong UniCentre.

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 experience
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 food and beverage products/methods that will enhance the customer experience and keep Rush on trend and ahead of the competition.
6. To actively engage customers by offering a full range of Barista services including implementing specialty brewing methods and enhancing our customers coffee knowledge
7. To liaise with the other Rush Café Managers (2 cafes on main campus) to deliver consistency across the brand.

FINANCIAL CONTROL:

8. Responsible for the achievement of budget targets for the cafe
9. To ensure the team follows cash handling procedures and cash register policies.
10. To follow all inventory related procedures including stock ordering and receiving and monthly stock takes.
11. To drive Rush goals for increasing sales and improving profits.
12. To report on monthly results and develop strategies to rectify areas of concern.
13. To write effective rosters to meet service needs while meeting budget targets

PEOPLE AND CULTURE:

14. To take responsibility for learning all aspects of the 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 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 high quality food and 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 ensure Food Safety standards, as directed by NSW Food Authority, are implemented and complied with at all times.

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 implement and maintain Quality Assurance procedures as required

28. To monitor the performance of all products and initiate seasonal changes to the menu as required, keeping our offering on trend and relevant to our customers

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 skills to all stakeholders.

OTHER:

32. To carry out any other duties commensurate with the nature and level of the position.
WORK HEALTH AND SAFETY:

1. Ensure policies and procedures are implemented as per the Work Health and Safety Injury Management System (WHSIMS)
2. Investigate workplace hazards and ensure corrective actions are implemented
3. Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures
4. Provide a consultative process for communication of WHS information allowing employee input into WHS issues
5. Ensure staff are appropriately trained in WHS, standard work method statements and risk assessment
6. 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.
7. Ensure standard work method statements are reviewed annually
8. 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
9. Monitor contractor WHS performance within area of responsibility
10. 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 supervisory/management experience within hospitality sector, particularly in a café environment.
4. The ability to build relationships and engage positively with customers and team members at all times.
5. Demonstrated ability to achieve budget targets.
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 safe food handling procedures
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