



## Merri Café – Assistant Manager

### Position Description

Experienced hospitality leader passionate about creating a warm and welcoming service that celebrates local organic food.

<b>Reporting to:</b>	Merri Cafe Manager	<b>Work location:</b>	CERES Brunswick East
<b>Department:</b>	Merri Cafe	<b>Budget holder:</b>	Merri Cafe
<b>Team:</b>	Community Food Systems	<b>Direct reports:</b>	Front of House staff
<b>Classification:</b>	HS4 (Restaurant Award)	<b>Working conditions:</b>	32 hours per week Permanent Part time including weekend work

### Organisation Overview

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#### About CERES Merri Cafe

The Merri Cafe links growing, cooking, eating and learning - to put food back at the centre of our lives in a way that benefits the community and enriches lives.

Serving a changing menu of local, organic, seasonal and plant-based wholefoods in a welcoming and casual space, The Merri Café is a licensed restaurant open 7 days a week (9am – 3pm) providing food service to CERES visitors and community. Our breakfast, lunch and catering menus showcase the best products from our Victorian producers and farmers.

We are committed to sustainability and utilise the latest technology along with informed decisions on food waste, energy and water to reduce our environmental impact.

#### About CERES

CERES is an environmental education centre, urban farm and social enterprise hub spread across four locations, linked by the Merri and Darebin Creeks on Wurundjeri Country, Melbourne. A world where people have fallen in love with the earth again, is our vision for change.

#### Role Purpose

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Create a delicious, abundant and seasonal food service that inspires people to think about their own food choices. The Merri Café Assistant Manager will be responsible for ensuring that all front of house staff are working to deliver high quality food and service, that customer needs are met and operational efficiencies are maintained.

We're part of a bigger story | Generosity | Everyone is welcome | We practice what we teach | Our hope is grounded in action | We work with love



The Merri Café Assistant Manager will work under the guidance of the Merri Café Manager and Lead Chef to ensure the smooth running of the enterprise on a daily basis and maintain the ongoing financial viability of the enterprise.

This position sits within the CERES Community Food System Team and reports directly to the Merri Café Manager. The Merri Café Manager reports to the Community Food Systems Director who then reports to the CEO and is ultimately accountable to the CERES Board.

Staff Reviews and Area Reviews are held regularly.

### **Key Areas of Accountability**

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#### Front of House Management

- Supervise all related front of house activities including staff management, coffee and beverage service, customer ordering, food delivery and cleaning.
- Provide consistent, friendly and informed customer service, and respond to any feedback from clients positively and respectfully.
- Support daily general enterprise operations such as stock control, invoicing and external communication.
- Keep social media accounts up to date and post regular updates, in line with CERES social media guidelines.
- Work with the Merri Café Manager to maintain all regulatory standards and compliance requirements for food service including but not limited to food safety standards, liquor licensing regulations and current COVID hospitality guidelines.
- Represent The Merri Café and attend meetings as required.

#### Staffing Management

- Supervise all front of house staff ensuring quality standard of service, productivity in line with staff roster system and regulatory compliance.
- Ensure that all staff are familiar with available menus and the kitchen team requirements during day-to-day service.
- Ensure that all FOH staff have adequate training, are familiar with the aims of the business and personal hygiene/appearances are maintained.
- Ensure that FOH staff roster system is being adhered to and that any matters affecting FOH staffing are related to the Merri Café Manager as required.

#### Financial Management

- Manage daily financial operations including invoicing, cash reconciliation and costings and provided to the Merri Café Manager or Accounts in a timely manner

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- Complete daily financial reports and report on variations to the Merri Café Manager in a timely manner.
- Work with the Merri Café Manager to set and meet all daily income targets and budgets.

## **Health, Safety, Security and Risk Management:**

- Be a role model for safety and security including complying with all safety instructions and training given at the workplace.
- Act in a safe manner at all times and participate with keeping all employees, contractors and volunteers safe whilst on and off the premises.
- Report all incidents, potential hazards and injuries in a timely manner.
- Be aware of the risks associated with your team's every day work and ensure appropriate mitigation measures are applied.

## **Person Specification**

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### *Essential:*

- Proven hospitality management and customer service experience, with an interest in and commitment to local, seasonal and organic foods.
- Minimum of three years' industry experience in a similar fast-paced restaurant environment.
- Proven experience in supervising and coordinating a team.
- Appropriate hospitality qualifications such as current RSA, Food safety certificate.
- Financial management skills including invoicing, cash reconciliation, costings and working within budget.
- Excellent communication skills.
- Ability to work weekends.

### *Desirable:*

- Proven event management experience including functions and catering.

## **Qualifications**

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- Responsible Service of Alcohol Certificate (SITHFAB002)
- Food Safety Supervisor Certificate (SITXFSA001 and SITXFSA002)

## **Other Important Information**

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- In line with the *Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015*, CERES is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.
- It is the employee's responsibility to familiarise themselves with, understand and adhere to CERES' Policies and Procedures as varied from time to time.