



## Cafe Supervisor

### Position Description

<b>Reporting to:</b>	Grocery, Bakery and Cafe Area Manager	<b>Work location:</b>	CERES Brunswick, Grocery, Bakery and Cafe
<b>Department:</b>	CERES Grocery	<b>Budget holder:</b>	Grocery, Bakery and Cafe Area Manager
<b>Team:</b>	Grocery, Cafe, Bakery	<b>Direct reports:</b>	NA
<b>Classification:</b>	RT2	<b>Working conditions:</b>	Permanent Part Time, 30 hours per week

### Organisation Overview

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#### About CERES Grocery, Bakery and Cafe

The CERES Grocery, Bakery and Cafe is a vibrant space at the centre of CERES Farm community food system. The Grocery supports locally grown organic growers and producers while providing a hub for community to come together to form a positive food culture. The Grocery plays a key part in a local food network sourcing food grown either in CERES' own inner city market gardens or from Victorian farmers before buying from interstate and trades 7 days a week, 9am to 5pm. The Grocery provides bulk whole foods, dairy products, household items and body products. Alongside the Grocery, the Café operates everyday 9 am – 3:30 pm and the Organic Sourdough Bakery bakes fresh bread and pastries 7 days a week.

CERES Grocery is not just a place for weekly shopping and trade, it is a place for people to come together and create a community surrounding the food that sustains us and is a key social enterprise contributing financially to other non-income generating areas of CERES.

#### 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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The Café Supervisor will be responsible for ensuring that all cafe staff are working to deliver high quality coffee, food and service, that customer needs are met and that processes are efficient, simple and consistent.

The Cafe Supervisor reports to the Grocery, Cafe and Bakery Area Manager.

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**Date: 07/08/2022**

# CERES

## Key Areas of Accountability

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- Oversee day to day operations of the cafe, ensuring staff are trained and up to date on current systems.
- Develop, improve and maintain processes for running the cafe smoothly, including working with the Grocery Area Manager to review and improve systems.
- Work collaboratively with the Grocery and Bakery staff to ensure that the whole enterprise (Grocery, Cafe and Bakery) provides an excellent customer experience and is a great place to work for staff.
- Ensure that food handling practices comply with industry standards and legislative requirements for food handling and OH&S, including ensuring that food preparation, storage and washing areas are clean, safe and well maintained. Ensure that cafe staff are trained in and are practicing these industry standards.
- Monitor the quality of coffees being produced and work alongside our coffee supplier to provide ongoing barista training and support for staff.
- Collaborate with the Bakery Manager to devise and prepare a high quality menu of healthy foods with seasonal produce for the cafe.
- Order stock for the cafe through the Grocery Area Manager. Receive and manage this stock in compliance with established food safety procedures.
- Trial and train new staff members.
- Work alongside cafe staff to serve customers and prepare food and beverages.

## 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 experience, with an interest in and commitment to local, seasonal and organic foods
- Proven experience in supervising and coordinating a team
- Proven barista and staff coffee training experience
- Strong organisational skills, with experience in setting and maintaining systems for day-to-day cafe operations

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# CERES

- Strong communication and people skills
- Experience in ordering and managing stock in a hospitality environment

## **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.