

# Merri Cafe Barista

## Position Description



<b>Reporting to:</b>	Hospitality and Venues 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>	None
<b>Classification:</b>	HS2 (Restaurant award)	<b>Working conditions:</b>	Casual Weekend work required Reasonable level of fitness

### About CERES

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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. Our vision is for people to fall in love with the Earth again and to that end, our work spans environmental, social, economic, spiritual and cultural dimensions.

CERES is a social impact powerhouse, turning over \$20M annually, employing 315 staff and operating 16 distinct yet integrated social enterprises. CERES is a dynamic, innovative and resilient organisation which has tripled in size over the past 10 years and is predominantly self-funded through trade.

### About CERES Merri Cafe

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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 wholefoods in a welcoming and casual space, The Merri Café provides a lunch and catering service to the CERES visitors and community. The Merri Café is a licensed restaurant, with the menus showcasing the best products from our Victorian producers and farmers. The cafe is open 7 days a week from 8.30am - 3pm.

### 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 Front of House Barista plays a key role in the daily operations of the cafe enterprise. They will be responsible for coffee making and supporting front of house customer service with duties such as taking orders, cash handling and cleaning.

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

## Key areas of accountability

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### Front of House Operations

- Deliver a high quality coffee service for the cafe.
- Maintain equipment including coffee machine, grinders, tampers and scales.
- Understand efficient work practices required during service to maintain quality and speed.
- Work with the Assistant Manager/FOH Supervisor to support general enterprise operations such as service, stock control, equipment operation as required.
- Follow organisational procedures to maintain all regulatory standards and compliance requirements for food service including but not limited to food safety standards and liquor licensing regulations.
- Follow organisational procedures relating to safe equipment operation and maintenance as well as cash handling.
- Advise the Assistant Manager/FOH Supervisor on quality control, stock wastage and equipment issues in a timely manner.
- Ensure that all front of house operations are conducted in a professional manner and that personal hygiene and strict dress code / personal appearances are maintained at all times.

### Customer Service

- Provide consistent, friendly and informed customer service
- Ensure that a high standard of coffee and beverage service is maintained to meet customer satisfaction at all times.
- Respond to any feedback from clients positively and respectfully.

## Person specification

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### Essential

- Proven barista experience, with strong customer service skills.
- Proven hospitality experience, working in a fast past kitchen environment with an interest in and commitment to local, seasonal and organic foods
- Proven experience in working in a team environment.
- Strong communication skills
- Ability to work at least one weekend day.
- Reasonable level of fitness

### Qualifications

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- Appropriate hospitality qualifications such as current RSA, Food safety certificate

## Health, safety, security and risk management

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- 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.

## CERES Child Safe standards

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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.
- CERES Upholds itself as an organisation committed to the right to survival, protection, development, participation and empowerment of all children and young people.
- Is committed to the cultural safety of Aboriginal children, young people and children and young people from culturally diverse and/or linguistically diverse (CALD) backgrounds and to providing a safe environment for children and young people with a disability.