**Café Assistant**

**Position Description**

**AWARD CLASSIFACTION: General Restaurant Award, Café Level 3**

**SALARY BAND: $00,000-$00,000**

**EMPLYMENT STATUS:** **Casual**

**DEPARTMENT:**  **Aboriginal Bush Traders**

**REPORTS TO: ABT Manager**

**SUPERVISES: NIL**

**LOCATION: Lyons Cottage, Darwin CBD**

**OUR VISION:** Improving lives and transforming Aboriginal communities through tailored advocacy for and development of employment services, enterprise/ economic development and business solutions.

**OUR VALUES:** Commitment, Integrity, Collaboration, Courage and Respect

**POSITION OVERVIEW AND REQUIRMENTS:**

The cafe assistant supports the effective running of Aboriginal Bush Traders café by delivering exceptional service to all patrons and ensuring coffees and meals are served to a high standard.

**This position requires you to;**

* Obtain a Drivers Licence
* Obtain a Working with Children’s Clearance
* Café experience

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| **Area**  | **Indicators** |
| **Customer Service** | * Provide exceptional customer service to all customers, clients and stakeholders
* Maintain a personable and friendly demeanour; work effectively with all other café staff
* Be knowledgeable about menu items, bush ingredients & specials
* Competently complete cash handling duties including use of the POS & EFTPOS systems.
* Find profitable solutions to problems to encourage the continuous improvement of the business
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| **Front of House & Food Service**  | * Be knowledgeable about different coffee beverages and be able to produce coffees to a high standard
* Assist with food preparation and the delivery of food
* Able to confidently produce juices, smoothies and other cool or hot beverage refreshments
* Run food & clean tables
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| **Kitchen Duties** | * Ensure the kitchen and café spaces are clean tidy and well maintained and presented
* Follow the correct dish cleaning process to ensure all dishes are cleaned in a timely manner and to avoid the attraction of insects
* Organise stock in the storeroom & fridges when required
* Ensure all food & safety standards are exceeded
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| **Business Procedures**  | * Ensure the effective and timely opening and closing of the cafe
* Undertake financial duties such as opening the till, completing end of day procedures, banking and maintain finical record where necessary
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| **Values, Behaviour & Cultural Diversity** | * Participate in training and educational activities to support the continual development of a diverse workplace
* Support the organisation in increasing cultural awareness and the breaking down of cultural barriers with an emphasis on similarity and appreciation of cultural sensitivity and relevant differences.
* As part of the wider team, attend and support workplace cultural activities that may occur, such as NAIDOC week, Harmony Day and Reconciliation Action Week.
* An ability and willingness to behave and work in accordance with Ironbark values
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| **Risk Management** | * Comply with Ironbark Aboriginal Corporations risk management policy & procedure
* Conform to the duty of care requirements ensuring their own safety and that of others through the prevention of any adverse acts or omissions
* Comply with the safety procedures and directions agreed between management and employees with nominated or elected safety representatives
* Report all potential hazards and accidents/ incidents to their supervisor/ manager
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**Key Selection Criteria – Essential**

1. Experience in a similar hospitality position
2. Barista/ coffee knowledge and skills
3. Cash handling, POS and EFTPOS skills and experience
4. Outstanding communication skills
5. Weekend availability

**Key Selection Criteria- Highly Desirable**

1. Passion for native/ indigenous ingredients
2. Relevant hospitality skills
3. Be motivated and committed, have a mature work ethic and willingness to learn.
4. Be reliable, self-motivated and comfortable top work autonomously as well as take instruction including following guidance & maintain good communication channels with all colleagues.

Value teamwork and have a genuine interest in business development and a passion to see the organisation grow.

**Employee Acknowledgement & Agreement**

I acknowledge and agree that I have read, understood and accept the above position description of Café Assistant as part of the terms and conditions of my employment with Ironbark Aboriginal Corporation.

I further understand that the position description if designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisations objectives.

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**Printed Name Signature Date**

Shaun Pearce 7 August 2019 ­

**Chief Executive Officer Signature Date**

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| **Document Control**  |
| **Document Creator**  | Corporate Services  | **Date** | 7 August 2019 |
| **Version**  | 1 | **Review Date**  | 7 August 2020 |
| **Changes**  |  | **Approved by**  | Chief Executive Officer  |