



FOOD * WITHOUT * BORDERS

Position Title	Restaurant Manager	Employee Name	
Location	Abbotsford or Thornbury	Position Style	Full time
Position Purpose	Ensure the smooth running of the restaurant as a thriving and renowned food and culture venue. Provide floor management support and guidance for volunteers, colleagues and stakeholders.		
Position Supported by	Operations, Chef, Volunteer Coordinator	Position Supports	Restaurant volunteers, Volunteer Coordinator, Customers

Lentil as Anything is more than just a restaurant. We are a movement for social fairness and inclusion. For 20 years we've created an ecosystem based on valuing people over profit, where social classes, abilities, cultures and beliefs are all given an equal opportunity to gain skills and help their fellow humans.

Our Mission is:

- Providing food security: Serving wholesome and nutritious meals to anyone who asks, without being concerned about money.
- Caring for people from all walks of life: Fostering an environment of inclusion and not exclusion.
- Living true respect: Hiring volunteers, the long-term unemployed and the marginalised.
- Encouraging community: Asking all people to be active citizens and get involved in community-based initiatives.
- Reforming society: Acting on the structures of society to restore justice.

Our Values are:

- Human dignity: Respecting the sanctity of life and affirming the worth and capacity of all people.
- Generosity: Serving others because we can, without expecting anything in return.
- Justice: Acting with integrity and fairness, without discrimination, and being an advocate for the disadvantaged.
- Hope: Working for reconciliation, healing and transformation of all people.
- Compassion: Engaging others in the spirit of inclusion and addressing their needs.
- Community: Owning our common humanity as we engage with people, working and journeying together, for mutual capacity building.

Position Overview

We are looking for two organised, energetic and hands-on Restaurant Managers with a passion for people and social justice to join the management team at our Abbotsford and Thornbury restaurants. This is a very varied role that involves day-to-day management of the restaurant operations, building of new event calendars and improvement of business processes. Each day will be different at the restaurant and you will have the opportunity to think creatively and put new and ambitious ideas into practice.

To be perfect for this role you will have 3+ years' experience in managing a restaurant or other hospitality business and working within a multicultural team. You will have experience in the end-to-end management of events and fundraisers and will enjoy bringing people together to create exciting ventures. You will also have a strong knowledge of organisational processes and tools and be excited to share your skills to improve the business. You will be confident and kind in dealing with a range of stakeholders and work in a collaborative manner with the whole Lentil as Anything team.

Our team is incredibly committed and dedicated to improving the lives of our community members and our impact as an organisation. We listen to each other and debate challenges, just like a family. We support new, daring ideas and always strive to support our community to pursue projects that they believe in. As a key position within the organisation, and most importantly as a key fundraiser and community organiser for the organisation, the right person will embrace the opportunity to help Lentil as Anything maintain its position as a best in class restaurant brimming with community spirit.

Competencies – Required

- 3 + years' experience in managing a restaurant or other hospitality business
- Experience managing events and performers
- A knowledge of hospitality management systems and budgeting, including communicating with suppliers and service providers and meeting Food Safety requirements
- Ability to work with a wide range of people from various backgrounds, including those with very little English, with different abilities or with mental health challenges
- Hands-on style with an eye for detail and commitment to running a smooth and professional operation
- Passion for community and social justice and a willingness to support each volunteer to reach their unique potential
- A joy for working in a diverse and innovative team
- Ability to remain calm in difficult situations
- Ability to 'manage up' and ask for support when needed
- Strong Microsoft Office and Google Suite capabilities, particularly Excel and Word

Competencies – Preferred

- Excellent writing and presentation skills, with experience in writing proposals and/or manuals
- Experience working in a not-for-profit or social enterprise

Tasks	Key Activities	Standard Measures
<p>General Management</p>	<ul style="list-style-type: none"> - Ensuring that Lentil as Anything is a well-reputed restaurant with high-quality food and service - Growing Lentil as Anything's restaurant revenue through a range of channels - Managing and completing appropriate documentation in accordance with COVID-19 directions, health and safety regulations and organisational needs - Keeping adequate records of restaurant activities, staff and suppliers - Assisting volunteers and staff with administrative paperwork 	<ul style="list-style-type: none"> - Maintain consistent quality of service - Communicate with chefs to maintain consistent quality of food - Maintain adequate supplies or stock in the restaurant - Share and action ideas with the Operations Team for increasing revenue in accordance with Lentil as Anything's values and mission - Complete health and food safety documentation as required - Complete, and support staff to complete, COVID-19 documentation. - Maintain adequate records of suppliers and purchases - Ensure records of staff and volunteers are kept and managed in an orderly way - Keep to organisational timelines

<p>Personnel Management</p>	<ul style="list-style-type: none"> - Working with the Volunteer Coordinator to organise the roster for the week - Consistently directing, guiding and assisting staff to ensure that they are doing their job and serving customers in a polite and friendly manner - Delegating tasks where appropriate and necessary - Ensuring that rostered staff are able to work smoothly together - Supporting volunteers and kitchen staff to cope with any situation that may arise - Training and guiding new and existing volunteers and staff - Identifying skills and capabilities in a wide range of volunteers and fostering them to meet both the individual's and the restaurant's needs - Managing the running of volunteer inductions, along with the Volunteer Coordinator 	<ul style="list-style-type: none"> - Maintain relationships with volunteers to ensure their place in Lentil as Anything is appropriate - Communicate with the volunteer coordinator to ensure there are enough qualified and experienced floor staff for restaurant operations - Create an environment where staff and volunteers alike feel supported and nurtured, and always have something to do - Ensure all volunteers understand their rights and expectations as a volunteer - Fill gaps in staffing where necessary - Resolve conflicts with staff, volunteers or customers, where necessary - Delegate where appropriate - Facilitate work experience/placements - Clearly communicate and gently enforce restaurant rules for COVID-19 and financial viability - Refer volunteers to the volunteer coordinator for further training opportunities or personal support
<p>Wellbeing and Safety</p>	<ul style="list-style-type: none"> - Ensuring that the restaurant is safe, clean and hygienic for staff and customers, in accordance with relevant guidelines - Supporting the wellbeing and enjoyment of the floor staff and volunteers - Coordinating with the Volunteer Coordinator and Operations Team to support volunteers with specific needs - Problem-solving in difficult situations - Dealing with, and supporting the team to deal with, difficult customers 	<ul style="list-style-type: none"> - Maintain a safe, clean and compliant restaurant premises - Liaise with the volunteer coordinator when managing volunteers and communicate any personnel problems with them - Listen to volunteers and support them to flourish within and outside of Lentil - Ensure emergency procedures are up to date, communicated effectively and practical - Take on a leadership role in difficult situations

<p>Events and Collaborations</p>	<ul style="list-style-type: none"> - Coordinating a calendar of regular and special events with a range of stakeholders - Working closely with the kitchen and Food Without Borders teams to effectively manage events - Seeking and embracing opportunities for collaboration with other organisations/groups, as well as other parts of Lentil 	<ul style="list-style-type: none"> - Ensure Lentil as Anything runs a calendar of successful events that engage your stakeholders, the community, expand the visibility of the restaurant and bring in revenue - Satisfactorily collaborate with different parts of Lentil
<p>Marketing and Social Media</p>	<ul style="list-style-type: none"> - Liaising with the marketing and social media team to develop ideas and plans, and execute them in a coordinated and collaborative way - Communicate directions on posts and marketing material to the team 	<ul style="list-style-type: none"> - Ensure content from the restaurant is generated on a regular basis - Communicate with the marketing team to promote special events in a timely manner
<p>Collaborative Work</p>	<ul style="list-style-type: none"> - Working closely with relevant teams within Lentil as Anything to ensure that information is passed on to the relevant team - Sharing ideas with other restaurant managers and chefs across Lentil - Working with the Abbotsford Convent Foundation on operational matters (Abbotsford only) 	<ul style="list-style-type: none"> - Maintain good relations with the team and share ideas regularly. - Support other members of the Lentil community to participate in a share ideas with decisions and activities at the restaurants.