



Moon Rabbit Social Enterprise Café and Catering Supervisor

Position	Moon Rabbit Café and Catering Supervisor	Reports to	Moon Rabbit Manager
Hours	Part-time 30 hours per week	Area	Moon Rabbit Social Enterprise
Award	Neighbourhood House and Adult Community Education Collective Agreement 2010	Classification and Salary	NHACE Agreement 2010 Level 5.1 Paid at \$31.31 per hour Salary packaging available
Internal Liaison	Chief Executive Officer, Management team, Marketing and Communications Co-ordinator, Bridge staff, volunteers and Board of Management, contractors, and Moon Rabbit café staff		
Supervises	Café Assistants, Volunteers and students		
External Liaison	Customers of Moon Rabbit, Moon Rabbit Suppliers/Wholesalers		

Organisation Overview

Bridge Darebin is a vibrant, not-for-profit community organisation based in the Darebin LGA. Bridge Darebin is a Social enterprise incorporating a Neighbourhood House, a Learn Local organisation, a Low-waste training café, and Occasional Care Centres. We value community ownership and management and provide our services free from discrimination. We are a registered charity and Public Benevolent Institution.

We are an economically and environmentally sustainable social enterprise NFP that provides social, educational, and support programs to meet community needs. The organisation has five main areas of activity across multiple sites: adult education, children's services, community programs, venue hire, and our socially responsible café, Moon Rabbit.

More about Moon Rabbit

Moon Rabbit is an environmentally sustainable social enterprise café and a key element of Bridge Darebin's 2023 – 2025 strategy. It aims to provide an outstanding experience for customers, clients, staff and volunteers, to meet its commercial targets, engage the local community and, most importantly, to enable young people supported by our disability training program – Bridge to Work, to develop their technical, life and employability skills in a supportive real work environment. Leading by example, Moon Rabbit instils up-to-date sustainability practices whilst serving top-quality food and beverages to all internal and external clients. Moon Rabbit has established itself as the flag-ship service of Bridge Darebin and serves as the "face" of the organisation. The position of Moon Rabbit café and catering supervisor will help position our business to meet our targets better and support our community, including the students of the Bridge to Work program.

Position objective

The Moon Rabbit Café and Catering Supervisor is responsible for the day-to-day operations and smooth running of the café. This role involves leading the café team, maintaining a vibrant workplace, upholding customer service standards and quality control, and providing training to team members and students. The Supervisor may also assist with managerial duties in the absence of the Moon Rabbit Manager. The Supervisor should demonstrate passion, innovation, and a commitment to reaching the business's zero-waste goal.

The Café and Catering Supervisor will assist in coordinating and producing catering jobs & events as required.

Duties & responsibilities

1. People

- 1.1 Strengthen the capability of all staff and volunteers in coffee & beverage preparation, customer service and table service, front-of-house operations and menu knowledge.
- 1.2 Uphold the Moon Rabbit Customer Service Ethos, providing training and mentoring to ensure all team members maintain high standards.

2. Consistency & Quality

- 2.1 Create and prepare food and beverages with an eye for detail and commitment to excellence whilst maintaining preparation standards.
- 2.2 Foster a safe and inclusive space for customers and staff.
- 2.3 Maintain a clean, hygienic, and sleek indoor & outdoor environment.

3. Front-of-House Operations

- 3.1 Provide training to staff, students, and volunteers, ensuring the quality and service of products are maintained.
- 3.2 Prepare high-quality specialty coffee and other hot beverages, providing ongoing support and training to staff.
- 3.3 Develop easy-to-follow instructions, visual guides, and procedures to ensure consistency in product preparation.
- 3.4 Cook menu items and specials to order, minimising wait times while maintaining consistency.
- 3.5 Complete daily open and close checklists and cleaning checklists.
- 3.6 Reconcile daily cash taking and report any variances to the Moon Rabbit Manager

4. Catering

- 4.1 Develop a positive working relationship with existing customers.
- 4.2 Respond to catering inquiries promptly and accurately.
- 4.3 Prepare comprehensive catering quotes in conjunction with the Moon Rabbit manager
- 4.4 Oversee food preparation and transportation for catering events.

5. Environmental Sustainability

- 5.1 Strive to reach Moon Rabbit's Zero-waste goals and embrace these throughout all decision-making processes
- 5.2 Minimize environmental impact by reducing food waste, general waste, water and energy consumption, and sourcing local products.
- 5.3 Implement waste management systems to monitor and collect data on waste output.
- 5.4 Educate team members and customers on environmental and sustainability measures.
- 5.5 Collaborate with the Chef to reduce waste from the kitchen and tables, such as by adjusting portion sizes.

6. Stock Level Maintenance and Ordering

- 6.1 In conjunction with the manager and chef
 - Develop strong relationships with suppliers, considering economics, seasonality, locality, packaging, and efficiency.
 - Perform regular stock takes, maintain stock levels, and manage food and non-food consumables orders.
 - Adhere to food safety and waste reduction measures, including proper stock rotation.

7. Training and Mentoring – Bridge to Work Training Program (a job-ready training program for neurodiverse people under 28)

- 7.1 Work with the Bridge to Work Placement & Wellbeing Officer and Café Service Assistant to deliver training to our students.
- 7.2 Participate in running and coordinating classroom training sessions and workshops for hospitality skills and café placement.
- 7.3 Support the design and delivery of practical modules of the Bridge to Work program

8. Occupational Health and Safety

- 8.1 Promote and ensure a safe workplace for visitors, staff, and volunteers.
- 8.2 Comply with legislation and OHS policies/procedures, and report any hazards or safety issues.

Please note that the Moon Rabbit Café and Catering Supervisor may be assigned additional duties not explicitly mentioned in this document but within the expected capacity, qualifications, and experience of the role.

Key Selection Criteria:

The ideal candidate for this position will have demonstrated experience in:

1. Time management, prioritisation, and planning in a fast-paced environment.
2. Working with diverse individuals in a community organisation or a similar environment.
3. Maintaining confidentiality and using diplomacy in all work activities.
4. Excellent written and verbal communication skills with internal and external stakeholders.
5. Interpersonal negotiation and problem-solving skills.
6. Proficiency in Microsoft Office, particularly Word and Excel, and familiarity with email, Internet, and SharePoint.
7. Leading and supervising teams.

Essential Skills and Experience:

- Minimum two years of experience in a café (speciality Coffee) or catering operation.
- Ability to multitask, prioritise, and manage competing tasks.
- Adherence to company policies and proactive completion of tasks.
- Food Handling Certificate or Food Safety Supervisor Certificate.
- Strong leadership and motivational skills, including building relationships with customers & staff.
- Experience in training people in hospitality environments.

- Ability to manage in a diverse environment focusing on client and customer service.
- Quick thinking, ability to work under pressure, and remain calm in a crisis.

Highly Desirable:

- Passion for great food and coffee.
- Understanding and commitment to working with and helping people with additional learning needs.
- Knowledge of Health and Safety responsibilities in a café environment.
- Experience with not-for-profit community organisations and social enterprises.
- Financial, budgeting, and stock-taking skills.

An appointment is subject to

- A current Working with Children check.
- Current Victoria Police check.
- Current and clean Victorian Drivers Licence