



POSITION DESCRIPTION – Social Enterprise Café Coordinator

POSITION TITLE:	Social Enterprise Café Coordinator
REPORTS TO:	Centre Manager
CLASSIFICATION:	SCHADS Award 4.1
EMPLOYMENT STATUS	25 hours per week
PURPOSE OF POSITION	The purpose of this role is to support the day to day running of our Social Enterprise Café, provide support to trainees to acquire skills in running a café and also support our admin team with facilitating events when required.
DUTIES AND RESPONSIBILITIES	• Support and encourage trainees as they learn café and customer service skills • Prepare and serve quality food and beverages • Deliver exceptional barista service • Operate POS and EFTPOS systems and handle cash transactions • Maintain coffee machines, grinders, blenders and other equipment • Ensure high standards of cleanliness and food safety compliance • Replenish stock, displays, and drink fridges • Manage stock ordering, rotation and inventory control • Assist with catering orders and service delivery • Build positive relationships with customers, suppliers, stakeholders and the wider community • Support the administration team with events as required • Ensure compliance with all relevant legislation, licensing requirements and company policies • Follow KENG's Workplace Health and Safety policies and procedures

ESSENTIAL REQUIREMENTS	• Current valid Positive Notice Blue Card • National Police Check • Open C Class Driver Licence • Certificate II in Hospitality (or equivalent qualification) • Previous hospitality and barista experience
KEY SELECTION CRITERIA	1. Relevant hospitality / food service qualifications 2. Solid understanding of food handling / café procedures and best practices 3. Knowledge of relevant quality standards (e.g. ISO), licences, legislation etc. 4. Excellent organisational skills 5. Excellent communication skills, including the ability to resolve queries and complaints professionally 7. A friendly, confident disposition and strong interpersonal skills 8. Ability to use reasonable judgment & problem solving skills 9. Ability to liaise with people from culturally diverse and social Backgrounds 10. Ability to handle cash, reconcile till and operate a point-of-sale terminal and EFTPOS machine. 11. Competent barista skills
KEY PERFORMANCE INDICATORS	1. High quality customer service e.g consistent customer satisfaction 2. Effective resolution of complaints / feedback 3. Optimal stock levels are maintained and stored correctly 4. Food safety practices are maintained 5. Neat and clean service area is maintained 6. Trainees demonstrate operational skills of working in a café 7. Payments are processed and daily sales are reconciled accurately 8. Food is always plated and served in a presentable manner
TEAM PARTICIPATION (HR, QUALITY & ENVIRONMENT)	1. Work within the philosophical concept of the Centre and adhere to its policies at all times 2. Assist in the development of the Centre's Vision Statement and Strategic Plan 3. Participate and assist in the development and implementation of the annual operation plan 4. Ensure the implementation of the Centre's Mission Statement and values 5. Provide positive collaboration and support to other staff, students and volunteers 6. Work under general direction from the Centre Manager and represent the organisation in a positive manner
OTHER	1. As an absolute condition of employment, employees are required upon engagement to sign a confidentiality agreement 2. The statements contained in this job description reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalise peak work periods, or otherwise to balance the workload

	3. Employees must comply with the provisions of KENG's Workplace Health and Safety framework including policies, procedures and safe work systems that relate to their role, program area or KENG as a whole.
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