

CAFÉ MANAGER

Position Title:	Café Manager
Salary:	\$50,000-\$65,000 p.a. + Super (based on experience)
Terms of Contract:	Full-time (38hrs/week Mon-Fri) though weekend and evening hours may be required at times

Background

The Art House, Wyong Shire Performing Arts and Conference Centre (The Art House) is a performing arts centre. Located in Wyong town centre on the Central Coast, The Art House is a catalyst facility for the region and supports local and touring professional and amateur arts as well as conferences and functions. Its program consists of hires, purchased productions and in-house productions.

The Art House comprises:

- a 500 seat Proscenium Arch Theatre with automated full fly tower
- a flexible Studio Theatre space with a 130 people seating capacity (and the ability to use the space for rehearsals, performance, functions and conferences)
- display foyer with café and bar
- box office
- catering facilities (including a commercial kitchen)
- a meeting room

KEY RESPONSIBILITIES

The Café Manager is responsible for all of the day-to-day café/ bar operations along with overseeing the front of house team. The manager will ensure a high level of customer service whilst serving fresh food and exceptional coffee.

Responsibilities include:-

- Overseeing the day-to-day café / bar operations
- General Food preparation from sandwiches to salads
- Leading, managing, training and developing a high performing team with exceptional customer service
- Rostering, reporting, ordering, budgeting and stock control
- Maximize sales and profitability of the café / bar business
- Monitoring and upholding work health and safety requirements

SUPERVISION	
Reporting to	Executive Director
Direct reports	Casuals across Café
ROLE	
	Essential Criteria
	<ul style="list-style-type: none"> • Previous experience in operations and managing a busy café • Experience as a barista • Understanding of Café menu options and suppliers • Basic food preparation including sandwiches and salads • Well-organized, detail-oriented and ability to multi-task • Innovative, determined and responsible • Demonstrated experience in managing operational Profit & Loss responsibility • Strong people management experience with a track record of developing and retaining personnel • The ability to work effectively as part of a team • Sound computer skills in the Microsoft Office Suite, particularly Word, Excel and Outlook • Willingness to lead and grow a cafe on the Coast • Highly developed written and oral communication skills • Sound knowledge of WHS and food safety regulations
General	<ul style="list-style-type: none"> • This role is a key contributor to event delivery and client satisfaction. It is critical that you are service-oriented, solution focused, flexible and professionally mature.
QUALIFICATIONS AND EXPERIENCE	
Qualifications	<p>Desirable (or willing to obtain)</p> <ul style="list-style-type: none"> • Level 1 Safe Food Handling Certificate • Food Safety Supervisor • A current Responsible Service of Alcohol (RSA) certificate; • A current First Aid Certificate <p><i>Note Copies of the above listed Qualifications/ Licences / Certificates are required as evidence on appointment</i></p>

SKILLS AND CAPABILITIES	
Café / Bar	<ul style="list-style-type: none"> • Oversee and develop café menu and products on offer • Food Preparation – basic salads, sandwiches, focaccias • Barista experience • Oversee all catering and riders for performances, functions, events and meetings • Oversee room set up for performances, functions, events and meetings • Develop procedures and processes relating to café / bar operation. • Ordering café / bar stock and consumables • Oversee maintenance and cleaning of all café / bar facilities and ensure public areas are tidy • Deliver a bar service in an efficient and professional manner in accordance with RSA requirements • Accurate reconciliation of café / bar takings • Ensure that all staff, public and hirers observe statutory regulations and venue liquor licensing requirements including the responsible serving and consumption of alcohol • Ensure that ancillary service areas and storage are clean, stocked and presentable • Equipment (including but not limited to staff uniforms, linen, trestles tables, glassware, crockery, cutlery) are kept clean, in working order and maintained/ serviced as required • In liaison with the Sales, Event & Bookings Co-ordinator develop food and beverage packages to meet the needs of the venue and its hirers • Rostering, reporting, ordering, budgeting and stock control
General/ Administration	<ul style="list-style-type: none"> • Provide an experience to patrons, hirers and artists that is engaging, welcoming and inviting, whilst providing superior service in an efficient, friendly and professional manner • Provide excellent customer service and communication skills • Liaise with Management and Staff • Ensure a high level of hirer /patron customer service across Café and all Front of House areas • Respond to patron requirements and feedback in a timely manner • Ensure policies and procedures are in place and adhered to across Café and Front of House areas • Manage all Café / Bar monetary operations including reconciliation of floats and banking • Ensure WHS of the venue is adhered to at all times • Other Duties as required
Personal Attributes	

	<ul style="list-style-type: none"> • An ability to communicate with, and gain co-operation and assistance, from users, patrons, contractors, members of the public and other employees in operating the Cafe. • A commitment to providing the best possible outcomes for staff and customers consistently • Ability to work effectively both independently and in a team environment. • Strong level of written and verbal communication skills. • Ability to deal calmly and positively in a demanding environment. • Commitment to a safe and efficient working environment • A positive attitude in building The Art House Brand and motivate a diverse team
RELATIONSHIPS	
Key Internal Stakeholders	Art House staff, visiting artists, visiting touring staff, corporate hirers, service contractors, suppliers
Key External Stakeholders	General public, hirers, touring companies, patrons
SPECIAL CONDITIONS	
Police Records Check	The incumbent may need to submit to an annual Police Record and Working with Children Check.
Conditions of Employment	<ul style="list-style-type: none"> • The Café Manager is employed under the conditions of the Live Performance Award. • The position is subject to the venue operating as a financial going concern which includes funds received through grants which may be subject to performance requirements and conditions • Regular working hours will be negotiated but will be based around initial opening hours of the café 10am-5.00pm Monday to Friday • On occasions this position may involve evening and weekend work

The above position description reflects the essential functions of the position at this time, however this list is not finite and duties may change as required.