



## Position Description – Social Enterprise Cafe Supervisor

Role Title	Café Supervisor
Team	Heart Cafe
Remuneration	60-70K
Award and Grade (if applicable)	Non-award
Reports to (Name)	Mo Rosa
Reports to (Position)	Heart Café Manager
Direct Reports (Position)	Baristas / Café All-Rounders / Wingspan Trainees

### About the Wingspan Project

The Wingspan Project is Wayside’s youth employment pathway. The program supports small groups of youth-at-risk into sustainable mainstream employment. Wingspan operates a three-step model which provides wraparound support to the young people, trains and employs them in Wayside’s own social enterprises, and then transitions them into mainstream employment.

### About the Heart Cafe

The Heart Café is one of Bondi’s most popular cafes, serving fresh and wholesome dishes which reflect the unique flavours, colours and lifestyle of Bondi. The Heart Café is also a social enterprise that forms part of Wayside’s employment pathway program, Wingspan. The young people work within the Heart Café to develop valuable skills and to overcome personal barriers, before transitioning out into jobs of their choosing in the mainstream workforce. The Heart Café is run by a diverse group of people who pride themselves on their supportive and inclusive workplace culture and the exemplary customer experience.

### The Team

The Heart Café staff team is comprised of hardworking individuals, skilled hospitality professionals, and Wingspan Trainees. Together they form a strong and supportive team that prides itself in offering a premium café experience to the community of Bondi Beach.

### Position summary

The role of the Social Enterprise Cafe Supervisor is a unique and exciting one. As a key role within the social enterprise the Social Enterprise Cafe Supervisor plays a pivotal part in achieving the commercial and the social-impact targets. On the commercial side, the Supervisor is responsible for overseeing the day-to-day operations of the café, for upholding exemplary standards of service and customer experience, and for ensuring the café remains a cost efficient and smooth running operation. On the social impact side, the Supervisor is responsible for the training and development of the Wingspan Trainees and all other front-of-house staff, and for maintaining a supportive and inclusive workplace culture. The Social Enterprise Cafe Supervisor works closely with the Café Manager to achieve both social and commercial targets.

## Key Accountabilities & Responsibilities

The Social Enterprise Cafe Supervisor is responsible for:

### Café/Commercial Operation

- Oversee the daily operations of the café's front-of-house, including setup, clean down and reconciliation and reporting of sales.
- Ensure all duties are performed, through effective delegation and supervision of staff
- Demonstrate excellence in customer service and effectively resolve complaints or feedback
- Create and maintain a welcoming community vibe in the Heart Café each day · Lead front-of-house staff in striving towards sales and personal development targets

### Staff and Employment Pathways

- Manage the rostering of Café All-Rounders, Baristas, and Wingspan Trainees
- Provide all staff with practical on the job training and workplace development opportunities
- Role model professionalism and service excellence, and actively celebrate achievements to positively reinforce good performance and behaviour within the team.
- Lead a workplace training environment where mistakes are seen as learning opportunities
- Track and monitor the skills development of Wingspan Trainees against development plan
- Collaborate with Employment Support Manager in developing strategies for effectively managing, training, and developing the young people

### About the Candidate

To be successful in the role you must be a strong leader with the ability to manage complex challenges in the workplace, whilst also being compassionate and understanding of the unique skills and struggles of each staff member. You are an adaptable and innovative person, with strong communication skills and the ability to listen actively and to offer critical feedback. You role model professional behaviours and have a positive, authentic, inclusive personality which you bring to work with you every day. You have the ability to negotiate, compromise, and work well with others. You are hardworking and have high standards in work.

You have the openness to work in a diverse, dynamic and changing environments and the ability to maturely navigate workplace challenges. You have initiative and can work without direct supervision.

You will be both compassionate and strong in your advocacy for and expectation of the young people from the Wingspan Project. You will have an uncompromising belief in the value of each young person, and in their ability to succeed in their employment goals.

### Core Competencies – key skills, work experience, qualifications

#### Essential

- 2yrs or more supervisory experience in the Hospitality/Restaurant industry
- Exceptional communication skills, and the ability to engage warmly with employees, customers and clients at all levels and from diverse backgrounds
- Demonstrated experience in hands-on management in a fast paced work environment
- Demonstrated experience in identifying skills gaps and delivering effective on the job training
- Demonstrated ability to manage competing priorities through effective time management
- Ability to achieve outcomes against organisational KPI's &/or sales targets

## Desirable

- Experience working in social enterprises
- Experience supporting youth at risk
- Not for profit sector experience