



Position Description –Barista Café All-Rounder

Role Title	Barista Café All-Rounder
Team	Heart Café
Remuneration (if applicable)	Restaurant Industry Award Casual Level 3
Award and Grade (if applicable)	
Reports to (Name)	Mo Rosa
Reports to (Position)	Heart Café Manager

Position Summary

The Barista Café All-Rounder supports the Heart Cafe supervisor in achieving the commercial operations and social impact for the Heart Café. The barista promotes coffee consumption through education, sales and high-level quality coffee making. The barista café all-rounder will also be an integral part in successfully completing all day-to-day café duties whilst providing excellent customer service in the Heart Café. The social impact requires the Café all-rounder to provide support and assist in the training and development of the Wingspan project trainees and have a desire and strong understanding for working with young adults experiencing barriers to employment.

Key Accountabilities & Responsibilities

General

Commercial operation

- Store
 - Maintain café operations and maintenance, including daily reconciliation and cash handling.
 - Prepare and sell coffee drinks by following prescribed recipes and preparation techniques.
 - Manage inventory control and barista equipment maintenance
 - Demonstrate excellence in customer service and promote sales of coffee and food
 - Assist with administration duties including customer queries, emails and phone calls
 - Improve quality results by studying, evaluating, and re-designing processes, implementing changes as required.
 - Deliver exceptional food and service standards and product knowledge.
 - Maintain food service standards and cleanliness in cafe and dining areas
 - Assist with the co-ordination and implementation of all new staff inductions, with special focus on customer service.
- Sales
 - Work closely with Heart Cafe supervisor to achieve daily and weekly commercial objectives.
 - Provide reflective reporting on daily sales and reconciliation to supervisor
- WHS

- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers
- Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.
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Workplace culture, and employment pathway

- Workplace Culture
 - Demonstrate a workplace culture based around the values of respect, kindness, and dignity
 - Role model professionalism and service excellence in all areas of the Heart.
 - Contribute to a 'yes' culture where the workplace adapts continually to the needs of the staff, the customers, and the business
 - Celebrate achievement and growth in the team, and share the successes of the business with all.
 - Adhere to the policies and procedures of The Wayside Chapel.
 - Attend and actively participate in all organisational and external meetings as required.
 - Participate in the review and further development of policy and procedures.
 - Complete any other duties as directed by the Café Management and undertake training as required and directed.

- Employment pathway
 - Inspire a positive team environment by motivating and supporting staff
 - Assist in creating a workplace training environment where each person feels supported; where diversity is embraced; and where mistakes are learning opportunities
 - Be present and observant of other staff, Wingspan Trainees, and volunteers, and strive to catch every moment to positively reinforce good performance, or to provide critical feedback
 - Actively report feedback of the professional skills development of Wingspan Trainees

Key Internal/External Contacts and Purpose

Internal

- Café Management
- Wingspan Manager (Youth Program)
- Executive Minister – Bondi Beach

External

- Customers, Supporters of the Heart Cafe

Core Competencies – key skills, work experience, qualifications

Essential

- Previous experience as a Barista and FOH.
- Able to handle high volume service with a smile. Comfortable in a fast paced setting, juggling fussy coffee orders as well as light food prep.
- Right attitude – high energy levels, hardworking, reliable, honest, passionate, always welcoming and smiling to customers.
- Well presented, excellent clear & effective communication skills both with the team and the customers.
- Relevant experience in the preparation and service of food and beverages.
- Previous experience working in a café, previous experience in food preparation, POS and cash handling experience, knowledge of food handling procedures.

- Must be able to provide consistency of quality work performance.
- Demonstrate initiative, have a sense of urgency, be hands-on and able to multi-task, be able to work quickly & efficiently with a strong focus on detail and delivering excellent service
- Be able to work well under pressure and stay calm under pressure.
- Able to maintain an excellent clean working environment.
- Strong team player and a commitment to collaborative working practices.
- Willingness to work within the ethos of The Wayside Chapel mission, vision and values.

Desirable

- Hold a Food Handling certificate

Presentation

As an employee of the Heart Cafe you are required to uphold the highest of presentation standards. All staff must ensure their hair is neat and tidy and if longer than shoulder length, must be tied back. Minimal makeup and jewellery is accepted. Male staff members are to be cleanly shaven/groomed.

Required uniforms are to be worn during your rostered shift, they must be clean at all times. Your manager will inform you upon employment of what your uniform will be.

Note

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Barista Cafe All-Rounder can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

The Barista Cafe All-Rounder should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

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