



Role Title	Wayside Café Supervisor
Team	Wayside Café, King Cross
Remuneration (if applicable)	
Award and Grade (if applicable)	Level 5, Food and Beverage Supervisor
Reports to (Name)	Hugo Gilbert
Reports to (Position)	Café Manager
Direct Reports (Position)	Volunteers, Employment Pathway Trainees

- Part time
- Weekly roster includes weekend and evening shifts
- Become part of a well-loved and respected Not For Profit
- Generous leave entitlements, PBI salary packaging and benefits
- Kings Cross location

About The Wayside Chapel

Wayside Chapel has provided unconditional love, care, and support for people on and around the streets of Kings Cross since 1964. Under the banner of Love Over Hate, Wayside's programs and services are designed to ensure that the most marginalised members of our community have access to essential health, welfare, social and recreational services.

Each year, thousands of people visit Wayside's two centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, and related services. Our mission is creating community with no 'us and them,' breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

Visit our website to learn more: www.waysidechapel.org.au.

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 young people, trains and employs them in Wayside's own social enterprises, and then transitions them into mainstream employment.

About The Wayside Café, Kings Cross

The Wayside Café, Kings Cross is a low-cost cafe serving fresh, wholesome and delicious food to some of Sydney's most vulnerable citizens. Cafe meals are not free, but they are very affordable, with items ranging from 20c to \$4. This is consistent with the greater Wayside mentality of a hand up rather than a handout and provides our visitors with the dignity of choice.

The Wayside Café is also a social enterprise that forms part of Wayside's employment pathway program, Wingspan. The young people work within the café to develop valuable skills and to overcome personal barriers, before transitioning out into jobs of their choosing in the mainstream workforce. The Wayside Café, Kings Cross is run by a diverse group of people who pride themselves on their supportive and inclusive workplace culture and an exemplary customer experience.

About The Position

The role of the Social Enterprise Cafe Supervisor is a unique and exciting one. A fundamental aspect of the role is to create and nurture a vibrant and safe café environment, a place where visitors and staff alike will return to enjoy time and time again. To enhance visitor experience and enjoyment, the café will host a weekly series of activities and events. The Café Supervisor role is key in the successful execution of these.

The Wayside Café, Kings Cross is moving rapidly towards greater engagement with Wingspan, Wayside's employment pathways programme, and a stronger connection with our local community. A pivotal role within the transition will be the Social Enterprise Cafe Supervisor. You will facilitate community and connection between people, as well as supervise the training and progression of the Wingspan Program participants.

On the commercial side, The Supervisor is responsible for overseeing the day-to-day operations of the café. These responsibilities include the introduction of espresso coffee, upholding exemplary standards of service and customer/visitor 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 volunteers, 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.

Responsibilities

Commercial operation

- Cafe
 - Oversee the daily operations of the café's front-of-house, including setup and clean down over a variety of day, evening and weekend shifts

- Establish and foster the successful implementation of espresso coffee service to the café
- Ensure all duties are performed, through effective delegation and supervision of staff
- Oversee café operation and maintenance, including account reconciliation, cash handling and associated reporting
- Lead excellence in customer service and ensure all staff maintain consistent and accurate product knowledge
- Manage and resolve complaints or feedback
- Create and maintain a welcoming community vibe in the café each day
- Assist in the successful accomplishment of Wayside events and activities targeted at community engagement.
- Sales
 - Work closely with Café Manager to set and achieve commercial objectives
 - Lead front-of-house staff in striving towards sales targets
- WHS
 - Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff, and volunteers
 - Ensure the café is maintained to the highest standards of cleanliness and food safety protocols
 - Comply with legislation and all Wayside WHS policies/procedures and instructions, report any hazards or safety issues and perform all tasks in a manner which guards against risk to self and others within the workplace.

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 Café
 - 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

About the Candidate

You encompass a positive, authentic, inclusive personality with strong communication skills and the ability to actively listen and offer critical feedback. You role model professional behaviours and continuously strive to up lift and support the people around you. You are an adaptable and innovative person with the ability to negotiate, compromise, and work well with others. You have the openness to work in a diverse, dynamic and changing environment and the ability to maturely navigate workplace challenges. You will have an uncompromising belief in the value of each young person, and in their ability to succeed in their employment goals.

Skills and Experience

Essential

- Hospitality experience
- Management experience
- Natural ability to connect with all people and to understand and build rapport with diverse groups
- Demonstrated ability to manage competing priorities through effective time management
- Exceptional communication skills and the ability to engage warmly with people at all levels to create environments of respect, fun and sharing

Desirable

- Familiarity with MS Office products including Word, Excel, Outlook, and PowerPoint
- Experience working in social enterprises
- Experience supporting youth at risk
- Not for profit sector experience

Key Performance Indicators

- Commercial operation
 - Exemplary visitor service experience in the cafe at all times
 - Successful implementation of espresso coffee service to the café experience
 - Activities and events are organized and hosted to a maximum level of visitor engagement and enjoyment
 - Stock is managed effectively with good flow and minimal loss
 - Accurate and prompt reporting on sales results, with week/month/yearly comparisons
 - New processes and systems are developed promptly when a new need is identified
 - Staff follow policies, procedures, and guidelines
- Staff, workplace culture, and employment pathway
 - Staff are effectively managed with clear communication and feedback
 - Staff moral and motivation is high, and positive professional relationships are maintained between all staff
 - Regular performance reviews and feedback

- Training and progression of Wingspan Trainees
 - A relationship of trust and respect is built with each young person
 - Work-readiness targets are hit, by effectively managing the training and development of each Wingspan Trainee
 - Active contribution to the ongoing development and evolution of the workplace training program
 - Regular performance reviews and feedback to Wingspan Trainees