

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Barista-Café Supervisor **Area** *Te Tari*: Functions and Catering

Reports to (title) *Ka whakaratatia e*: Team Leader
Commercial Operations **SP10 placement:** TBD

Primary purpose *Te take matua*

Provide efficient and effective day to day operational leadership for Otago Polytechnics commercial café operations and support to the success of the wider Functions and Catering team. Provide an exceptional level of customer service to all customers. This is a crucial role in ensuring the smooth operations of the café. To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's and Te Pūkenga's strategic goals and objectives.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position, what is achieved, and the approximate percentage of time involved.

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome <i>Kā hua</i>
Supervisor Duties	<ul style="list-style-type: none"> Provide leadership, oversight and supervision to café staff. Oversee the daily activities of the cafe staff, including scheduling shifts, arranging cover, training new employees, and ensuring everyone follows proper procedures. Ensure that customers have a positive experience by addressing any concerns or complaints promptly and professionally. Handle ordering and managing inventory to ensure the cafe is well-stocked with necessary supplies. Provide recommendations to the Team Leader regarding new offerings, advertising, engagement ideas, innovation to enhance performance of the café. Maintain high standards of food quality and hygiene, ensuring that all health and safety regulations are followed. Conduct daily pre-shift meetings or updates, monitor the cafe's performance, and implement strategies to improve efficiency and profitability.
Barista Duties	<ul style="list-style-type: none"> Coffee and hot beverage production and service is to a high and efficient standard in café areas. Professional and friendly service is offered to all visitors and customers. Issues regarding products or service are resolved promptly and efficiently.

	<ul style="list-style-type: none"> Ensuring the brewing equipment operates properly and reporting any maintenance needs. Production guidelines are consistently adhered to, and all equipment is used correctly and cleaned as you go.
Customer Service and Administration	<ul style="list-style-type: none"> Always promote a professional image of the service and Otago Polytechnic. Greeting customers, taking orders, and providing recommendation based on customer preferences. Ensure guest satisfaction and a high delivery of service to all customers. Service delivery is timely, efficient, professional and adheres to hygiene standards. Administrative duties are carried out promptly and with care. Ensuring the end of day balancing of the cash register. Efficient and accurate cash handling and processing EFTPOS payments. Ensure personal responsibility for operation of till and balancing. Ensure the highest possible standard of hygiene and adhere to the Food Control Plan. Ensure the uniform and personal hygiene requirements are adhered to. Food to be produced to the specifications laid out.
Kitchen Hand Duties	<ul style="list-style-type: none"> Work carried out in a timely manner and to a satisfactory standard. Expectations of Team Leader met as to quality of finished products. Food and beverage deliveries to be professional and prompt. Ensure that all foodstuffs are stored at the right temperature and that they can be easily checked. Ensure that the food is protected from contamination. Ensure kitchen equipment and storerooms are maintained to a high and professional standard including cleaning and laundry. Keeping the kitchen and serving area clean and organized, including sanitizing equipment and workspaces. Washing and sanitizing used dishes. Maintaining stock in the staff room and ensuring surfaces are clean and tea, coffee, sugar, and milk supplies are adequate.
General Duties	<ul style="list-style-type: none"> Delivery of functions internally and externally and picking up of dishes and equipment. Work collaboratively in a team environment to the success of the entire Functions and Catering unit. Stepping into other roles to support where required and in aid of overall success.
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> Fair treatment in the workplace is delivered and observed.
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	<ul style="list-style-type: none"> Adhering to health and safety regulations to ensure a safe environment for both kaimahi and customers. New and existing hazards will be proactively identified and managed. Incidents, accidents and occupational illnesses immediately reported. Safe work methods will be adhered to including the use of Personal Protective Equipment.

Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	<ul style="list-style-type: none"> • Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. • Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7. • Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox).
Demonstrate organisation's values on a daily basis	<ul style="list-style-type: none"> • Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes. • Our values are consistently demonstrated.

Inherent Requirements:

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Working well with other kaimahi in a team situation.
- Quickly addressing issues that arise, whether with equipment or customer orders.
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Team Leader	Formal Leader. Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Staff in Functions Department	Provide operational advice and assistance. Seek feedback and input and provide information. Collegial support and advice, work distribution, peer discussions in a self-leading team environment. Work in partnership with others.
Customers	Providing exceptional customer service and first response to queries and complaints.
Suppliers	Provide information.

Decision making authority <i>Kā rakatirataka whakatauka</i>	
Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of workload and portfolio to bring about maximum organization benefit	Priorities agreed in line with team decision-making processes under the oversight of the Team Leader Commercial Operations
Approvals in accordance with the Delegations of Authority	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time

Position dimensions *Kā āhuataka tūraka*

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Number of employees reporting directly:** Nil
- **Budget:** Nil

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Experience in a barista/supervisor role
- Experience in front of house, waiting or kitchen work
- Managing day-to-day activities in the café
- Working knowledge of a commercial catering operation
- High level of customer service skills
- Hygiene focused
- Time management skills
- Experience in a team situation

Desirable:

- Event management skills and experience
- Experience managing rosters, and arranging cover at short notice

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

Essential:

- Experience in leading and training kaimahi, delegating tasks, and fostering a positive work environment
- Effective verbal and written communication skills to interact with customers and team members
- Ability to handle unexpected situations, resolve conflicts, and make quick decisions under pressure
- Experience in barista, front of house, waiting or kitchen work
- Ensuring a high standard of quality and consistency in service
- A professional food and beverage qualification in food and beverage service and/or preparation of food and beverages
- Food hygiene certification, US167 and US168
- Clean, full driver's license (manual)

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Effective time management skills
- Using initiative, and maintaining a friendly and enthusiastic demeanor, even during busy times.
- Proven ability to work under pressure.
- Flexible, responsive and customer orientated manner

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.