

TEAM LEADER, CAFÉ VIC

Position Description

The Business Unit

The Food and Beverage team sits within the Operations Pillar and is responsible for the service and delivery of all food and beverage related activity in Arts Centre Melbourne including the Theatres building, Hamer Hall and Sidney Myer Music Bowl.

The Food & Beverage Unit is focused on delivering exceptional customer service and innovative cuisine across all venues and function spaces in keeping with Arts Centre Melbourne standards

The Role

Cafe VIC Team Leader in conjunction with the management team will lead the team effectively to create an iconic Melbourne venue by following the core values of both Cafe VIC and the Arts Centre Melbourne as a whole. We will strategically align the Food & Beverage department through adopting the organisations core values by working together with courage and conviction for the good of Arts Centre Melbourne.

With diverse perspectives we will act with integrity and use imagination and sense of adventure to stay one idea ahead.

Leads, motivates and inspires a high performing [Business Unit] team to deliver on Arts Centre Melbourne's strategic goals and functional tasks.

Type	Casual
Reports to	Manager, Cafe VIC
Direct Reports	Food & Beverage Attendants - up to 20
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 1.3
Key Relationships	<i>Internal:</i> All Food & Beverage Departments, Human Resources Team, Finance Team Facilities Team, Visitor Experience Team <i>External:</i> Cafe VIC Customers, Suppliers, Resident Companies, Uber, Cabs Victoria
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Food and Beverage Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification) You will hold a current Responsible Service of Alcohol Certificate
Last Reviewed	February 2020

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Current RSA Certificate

Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.
- Experience in effectively leading the performance of a team in a fast service bar environment
- Experience as a bar-person in a team environment
- Experience and knowledge of food handling standards and OHS compliance
- Experience in the delivery of customer service excellence
- Experience in cash management
- Experience in utilising social media and digital mediums
- Advance Barista Skills
- Advance cocktail knowledge
- Microsoft Packages
- Advance regional wine knowledge

In the role you will

Accountabilities:

- **Provide visible leadership to Cafe VIC team**
 - Ensure team members are actively engaged with their business unit and provided with regular feedback on performance and complete daily briefings;
 - Staff issues are reported to management in a timely manner and in accordance with Arts Centre Melbourne guidelines;
 - Continually develop skills and competencies to increase capability as an effective leader;
 - In collaboration with Cafe VIC Manager supervise, motivate and develop staff;
 - Foster effective communication and cooperation amongst staff;
 - Monitor the performance of staff and when required coach and counsel staff in line with established guidelines and procedures.
- **Actively contribute to the success of your business unit and the organisation**
 - Actively suggest improvements to further support success of business unit goals and operations;
 - Play an active role in team meetings and organisational forums/initiatives;
 - In collaboration with Cafe VIC Manager, identify opportunities in value add services to increase revenue;
 - This is position will be a dual contract – successful candidates will work in the capacity of F&B Attendant when required.
- **Ensure food and beverage service, presentation and delivery is in line with Cafe VIC standards**
 - Ensure there is no breach of food safety policies and procedures;
 - Maintain excellent customer service and presentation standards, ensuring Cafe VIC service is professional and expedient; Product is displayed so that it is appealing, fresh and clearly ticketed.
- **Collaborate with Cafe VIC Manager to enhance customer service levels and maximise revenue**
 - Look for ways to improve mystery shopper and or audit results contributing to an Increase in customer satisfaction;
 - CSI results are maintained at 8.1;
 - Ensure effective and efficient service to customers of Cafe VIC;
 - Suggest improvements to improve service and customer interaction;
 - Identify training and staffing issues that will ensure streamlining of business operations;
 - Customer issues are resolved effectively; and feedback is given to the manager.
- **Supervise the business activities of Cafe VIC**
 - Achievement of staff resource targets and budget outcomes;
 - Ensure Cafe VIC Bar presentation and cleanliness is of a high standard;
 - Identify and manage workplace hazards and risks; Wastage is minimised and maintained and expenses are in line/lower than budgeted expectations;
 - Reduce, control and report any discrepancies, theft or incidents involved with customers or staff;
 - Actively manage resource planning to ensure the most efficient use of staff on a daily and weekly basis;
 - Manage escalated customer queries and complaints;

- Maintain cleaning schedules and standards in accordance with the Arts Centre's guidelines;
 - Identify risks in the workplace and implement reporting procedures with a focus towards OHS improvements in safer work practice;
 - Ensure stock levels are maintained and orders are adjusted accordingly.
- **OH&S Compliance**
- Promote a safe, healthy and secure work environment;
 - Contribute to the improvement of safety performance at Arts Centre Melbourne;
 - Comply with all policies, procedures and guidelines introduced by Arts Centre Melbourne in the interest of health and safety;
 - Ensure food is stored appropriately and food safety logs are up to date;
 - Ensure staff are trained in food safety policies and procedures;
 - RSA is monitored in accordance with training received and local guidelines ;
 - Food and beverage handling is in accordance to food safety policies and procedures;
 - Maintain food safety policies and procedures.

Decision making:

- Operate autonomously, make decisions and resolve issues to achieve the accountabilities.
- Be required to balance the often competing enquiries and immediate demands of internal and external stakeholders.
- Be required to represent Arts Centre Melbourne in managing relationships with presenters and customers.

Working environment/physical requirements:

- Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting
- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.