
JOB TITLE	Eat3219 Barista
DATE	11/11/2020
REPORTS TO	Business Enterprises Supervisor

JOB DESCRIPTION

Purpose of role	To provide an excellent standard of service to customers of our Eat3219 Tuck/Coffee Station. Ensure at all times the promotion of community, diversity and inclusion is at the forefront of operations.
Main duties and responsibilities	<p>Core objectives include:</p> <ul style="list-style-type: none">• Ensure a high level of customer services is performed individually and by staff assigned to work at Eat3219.• Assist in providing support, supervision and positive role modelling to staff, trainees, work experience placements students and participants with a disability.• Oversee kitchen operations and assist with barista duties and menu preparation as required.• Assist in maintaining financial responsibility and cost control for the business operations, including petty cash and cash register functions.• Ensure that all banking is recorded and completed following set procedures.• Balance the register at the end of the week ensuring a high level of accuracy and honesty• Maintain quality control, food, health and safety standards• Maintain hygienic food handling practices and cleanliness• Ensure that the kitchen is maintained in a clean and hygienic way• Creating a harmonious environment amongst all staff within the kitchen• Handle complaints according to guidelines and so that it leaves customers satisfied and impressed• Ensure that all records required by law to be kept are maintained• Advise on promotion and marketing of the business with a view to continued growth and viability
Other duties	<p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p> <p>Fulfil other duties as required by management and other department personnel as requested/required.</p>

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none">• Food Safety Supervisors Certificate• Barista Qualification• Hospitality Qualification
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- Experience**
- Working in or supervising Café
 - Skills in menu prep and Barista
 - Supervising staff, students and trainees and working in a team environment
- Knowledge**
- *Not for profit Services and Community Enterprises*
- Skills & competencies**
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
 - **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
 - **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
 - **Commerciality:** ability to apply knowledge in a practical, commercial manner.
 - **Teamwork:** willingness to assist and support others as required and get on with team members.
 - **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
- Personal attributes**
- Professional approach.
 - Ability to work under pressure.
 - Organisational and time management skills.
 - Excellent attention to detail.
 - Confident manner.
 - Positive approach to change.
- Other**
- It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.
 - It is the responsibility of each individual to meet personal, divisional and organisational deadlines.
 - It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.
 - It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.
 - It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.
 - It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor
 - It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.
 - It is a requirement of the role to be available for weekend shifts
 - Drivers Licence

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.