

POSITION DESCRIPTION

Your position title will be	Cafe Manager
You'll be supported by	Financial Controller & Human Resource Manager
HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY	
You will be focused on leading your team to excel. You will oversee the day to day operations of the Café in an effective and efficient manner. You will play an active role in management of staff and all instore training and development of new and existing staff members. You will be actively contributing to the overall success of our business by maximising sales, profitability and being customer obsessed.	
WHAT YOU'LL DELIVER	
Customer service/POS operation <ul style="list-style-type: none"> • Acknowledge all customers with a friendly, polite greeting and smile • Efficient and accurate cash handling, ensuring confirmation of the correct order • Understanding of the process for all types of transactions including cash, eftpos, credit cards, gift vouchers • Give correct change to enable accurate end of day balancing • Be accountable for register contents in case of balancing queries by the finance department • When processing orders at the POS ask customers if they are a Columbus Coffee loyalty member proceed scan/search for them at POS so they can earn and redeem rewards and offers • Offer the customer the opportunity to join the Columbus Coffee loyalty programme • Personally own, act and solve problems and complaints. Recognise this as an opportunity for growth • Maintain a high level of product and service knowledge in order to explain and sell services 	
Operational <ul style="list-style-type: none"> • Create and maintain an effective roster to ensure the café is adequately staffed at all times to ensure the day to day operation flows smoothly • Review 'Humanforce' daily ensuring that timesheets are processed accurately, and all aspects of the roster are maintained • Manage and take responsibility for the overall day to day operation of the Cafe • Follow the store opening and closing procedures • Maintain/manage costs to budget and establish standards to achieve desired margins • Support the Head Chef to develop and maintain cuisine concepts and standards for food preparation and presentation • Oversee customer orders, make sure they are being delivered in a timely manner • Maintain and follow Brand Standard with all cabinet food, menu items, cold & hot beverages • Inform all staff of any changes, shortages or menu items that cannot be offered • Resolve with key suppliers any shortages, surpluses and/or product requests, and arrange for stock to be re-ordered as requested • Analyse and adapt to food trends • Build a strong relationship with your Columbus Coffee Franchise Consultant & Executive Head Chef, share ideas and experiences • Ensure the FOH dining area & BOH kitchen area are clean, tidy and well presented in line with Brand Guidelines • Communicate issues and concerns to the management team with a great sense of urgency • Communicate effectively with all team members, delegate tasks and expectations for the day • Establish and maintain the CORE standard of all menu & cabinet items • Supervise and maintain quality control for outgoing meals, prompt FOH staff to seek customer feedback regularly • Monitor the productivity of the kitchen • Actively participate and encourage all kitchen staff to enter Columbus Coffee Chef competitions • Actively participate and encourage Baristas to enter Columbus Barista competitions • Utilise and ensure effective shift handovers are communicated through group chats etc 	

Operational continued

- Ensure a high level of cleanliness is maintained in the entire kitchen area
- Manage and complete all iMonitor daily, weekly & monthly checklist with your team
- Minimize wastage and recycle whenever possible
- Effectively interact with internal & external customer to anticipate needs of the business
- Create season appropriate 'Blackboard Specials' engage your team to participate and help with the development of new cabinet plans
- Meet the acceptable standards for Store Audit reports
- Maintain equipment/machinery make sure it is in good working order. Schedule maintenance of equipment to help prevent breakdowns and maintain compliance
- Wastage reporting to be kept up to date and completed by the 5th of the following month
- Purchase order documentation checked on goods for damage or shortages and suppliers contacted straight away. Purchase order paperwork to be brought up to accounts the same day

Stock management

- Follow all Health & Safety processes when accepting deliveries of frozen and refrigerated stock
- Try to reduce/minimise wastage by continuously monitoring par levels for ordering and preparing product
- Record wastage correctly
- Continuously review product make changes on products to order when necessary
- Identify any stock or pricing issues and resolve immediately
- Deal with faulty goods returns and credit as per café procedure ensuring safe handling and storage until it has been collected or resolved
- Oversee the ordering of daily stock
- Assist with stock take procedures accurately and efficiently on the last day of each month and submitted to accounts by the 5th of the following month.
- Ensure stock rotation on items with expiry and/or best before dates is maintained by all kitchen staff
- Review and improvise with ingredients through the change of seasons to enable desirable profit margins

Administration

- Ensure all administration is kept up to date, accurate, legible and completed efficiently and to a high standard
- Maintain a professional email etiquette
- Analyse data from summa regularly, share information with staff regarding top/bottom sellers
- Carry out administrative and reporting functions as and when required
- Maintain documentation for the Food Control Plan

Team support

- Hold regular staff meetings, engage your senior team to assist with these, communicate any changes, encourage others to share ideas and opinions
- Lead by example
- Uphold staff morale
- Develop skills and support all staff in their roles
- Communicate with senior staff to ensure department goals and targets are being achieved
- Communicate problems, resolved or unresolved to the Financial Controller/HR Manager
- Address performance issues as they arise, utilize the written 'ROC' record of conversation where appropriate
- Engage in a positive team culture
- Have systems in place to ensure team members are kept up to date with the latest changes i.e company policies, procedures & promotions
- Allocate daily duties to team members so they know what is expected of them
- Actively monitor and utilize all applicable Columbus Coffee group chats
- Support team members to learn and help in other areas of the café when necessary

Self-Management and other duties

- Project a favourable Company image through personal appearance, knowledge, attitude, and language
- Wear a clean and tidy Company uniform including a name badge
- Adhere to Columbus Coffee Company Code of Conduct
- Ensure a high level of cleanliness is maintained in the business
- Develop/update skills internally and externally to reflect changed technology or changed work requirements
- Have a positive attitude with a general willingness to help
- Have a curiosity to grow your own personal knowledge and actively participate in personal training provided
- Maintain flexibility in your availability to support your team as required

<p>Self-Management and other duties continued</p> <ul style="list-style-type: none"> • Take responsibility for personal time management to ensure that all required tasks are completed in a timely manner • Actively interact with internal Mitre10 Mega staff and external customers to anticipate needs and determine service delivery levels • Any other duties or responsibilities that your manager feel is appropriate given your role and skills
<p>Security/Loss prevention</p> <ul style="list-style-type: none"> • Full awareness of your surroundings to ensure the safety and security of yourself, store product and your teammates, reporting any suspicious characters or security concerns immediately to duty management • Keep registers always closed and secure except when processing a transaction • Complete the Loss prevention & Robbery prevention & safety skills" eLearning's • Follow the Customer Centred Service training to acknowledge every customer to act as a deterrent for those who are acting suspiciously.
<p>Health & safety</p> <ul style="list-style-type: none"> • Assist contractors & visitors when reporting, signing in & out. And providing a safe space to work within • Demonstrate safe work processes and behaviours, ensure these are followed by all team members and contractors in their place of work • Follow all controls governed by the Food Control Plan • Be prepared to take charge as Fire Warden in the event of a Fire or Fire Drill • Always be aware of health and safety risks. Take 10 seconds to pause and assess the risks before starting any work. If anything is different, unsafe or dangerous then address this immediately – speak to a manager if you need assistance • Follow safe work practices, standard operating procedures, rules and instructions • If there is something you don't know, or if you have any health and safety concerns, ask your manager or the health and safety manager • Only use equipment or do tasks you have been trained and are authorised for • Use all safety gear (including PPE) that is needed for the task • Maintain a clean and orderly work area • Be in a fit mental and physical state to do your job • Action return-to-work plans in a timely manner for staff members when applicable • Assist in any investigation within your department and ensure any corrective actions are implemented where you are assigned responsibility • Report all injuries, incidents or anything unsafe (hazards) immediately (ecoPortal - Health, Safety & Wellbeing) • Health & Safety reporting to Columbus Coffee • Contribute to the overall safety culture by voicing your ideas and suggestions and developing solutions on health and safety performance and get involved with safety improvement activities • Provide safety advice to team members and peers • Communicate to team members all relevant Health & Safety information and/or changes • Follow up safety concerns brought to your attention and report back outcomes to the person/s concerned
<p>Learning & development</p> <ul style="list-style-type: none"> • • Play a very active role in the development and training of staff for the kitchen • Play a very active role in the in-store training and development of new skills • Adhere to completion dates for all relevant Mitre10 eLearning modules for your department • Adhere to completion dates for all relevant Mitre10 Standard operating procedures for your department • Adhere to completion dates for all Columbus Coffee eLearning • Actively participate in your individual performance development review • Conduct performance appraisals in a timely manner • Complete all 30,60,90 day reviews as and when required • Address performance issues as they arise
<p>Compliance management</p> <ul style="list-style-type: none"> • Adhere to Food Control Plan compliance checks as and when necessary i.e regular delivery temp checks, cooling temps, proven cooking method etc • Maintain knowledge of the necessary legislative governances i.e Food Act 2014 and Food Control Plan

Compliance management continued <ul style="list-style-type: none"> • Adhere to Columbus Coffee Policies and Procedures • Show integrity in following all Mitre10 Ltd policies & procedures including all Health & Safety guidelines • Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role. • Communicate issues of concern to the Financial Controller ensuring non-compliance is escalated and addressed • Adhere to Mitre10 and Columbus Coffee employment practices • Always maintain a high standard of confidentiality 	
CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • Deliver excellence in customer service acting in the best interests of the company • Communicate with everyone effectively and carry out agreed solutions • Create and maintain professional, friendly working relationships, sharing information as needed • Manage issues as they arise, escalating them as appropriate and maintaining open communication channels • Ability to supervise and coach, building trust and respect within your team • Ability to work on your feet for several hours at a time • Ability to keep calm and work well in a fast-paced environment under pressure 	<ul style="list-style-type: none"> • Empower decision making, enabling your team to fly and do their best work. • Flexibility and adaptability • Be open to learning and look for ways to continuously improve • A passion for safe work processes and behaviours • Present yourself positively, through personal presentation and attitude • Be customer obsessed, ensuring they take priority over other tasks and busy-ness
TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Understanding of health, safety, and wellness, along with relevant practices within hospitality and how to keep our team mentally and physically safe, along with our customers • Comfort using computer and mobile devices • Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them • Minimum 2 years hospitality experience • Current First Aid (desirable) • Current Fire warden (desirable) 	Number of direct reports: 3 Budget ownership: Nil
HOW WE DO THINGS HERE AT MITRE 10	
<ul style="list-style-type: none"> • We live by our values in how we are with one another as one team and with our customers • We all play an active part in our health, safety & wellbeing obligations, following guidelines and procedures and always working in a safe way • We all know the guidelines we're working within to help us stay on track (policies and procedures) • We all muck in and help with whatever needs doing 	





The Mitre 10 Mindsets



Shaping our culture by adapting the way we choose to show up in our daily work and interactions



We thrive in an environment that is...
EMPOWERING & ENERGISING

We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.



We'll do the best work through our...
COLLABORATIVE NETWORKS

Thinking in departments and silos means we're missing out on all the great skills and insights from other teammates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.



We are courageous by being...
OPEN TO LEARNING

We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.



We are focused and driven so...
OUR CUSTOMERS WIN

We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.



YOUR ACKNOWLEDGEMENT
Name:
Signed:
Date: