



Blue Mountains Food Services (BMFS) is a not for profit, non-government organisation that provides valuable community services, including Meals on Wheels, to residents living in the Blue Mountains local government area.

ROLE DESCRIPTION – CAFÉ SUPERVISOR

Position Title	Café Supervisor
Location	Ben's Café – 10 Benang Street LAWSON 2783
Hours	Part Time (minimum 50 hours per fortnight)
Award	Restaurant Award 2020
Supervisor	Café Manager
Key Relationships	Customers, café staff, NDIS participants, NDIS workers

NATURE OF THE ROLE

The Café Supervisor is responsible for:

- Opening and closing of the café
- Supervision of cafe staff
- Providing exceptional customer service
- Reconciliation of till and banking
- Ordering of food and supplies

Key Responsibilities –

- Supervise daily café operations and ensure excellent customer service.
- Lead, motivate, and support a diverse team of staff.
- Rostering, opening and closing procedures, daily cash handling, reconciliation of till and banking.
- Maintain high standards of food safety, hygiene, and workplace health and safety.
- Ordering of stock and supplies
- Reading and responding to emails.
- Train and support team members in hospitality skills and workplace expectations.
- Resolve customer concerns professionally and positively.
- Foster an inclusive, respectful, and supportive workplace culture.



Record Keeping, Reporting and Other Duties

- Report changes to participant health status, incidents or workplace hazards to Management as soon as practical after the issue is identified.
- Undertake other duties as reasonably requested.

Work Health & Safety

- Comply with Safe Work arrangements in accordance with the Work Health and Safety Policy and organisational and position related Policy and Procedures to achieve a safe workplace for all.
- To only undertake tasks if it is safe to do so to yourself and any other person in close proximity.
- To report any injury, incident or hazard to your supervisor.

General Policies

Comply with all BMFS Policies and Procedures including the BMFS Code of Ethics Agreement and BMFS Confidentiality Agreement.

Privacy and Confidentiality

Maintain privacy of all volunteer, client, NDIS participant and employee information and comply with BMFS Privacy Policy.

OUR VALUES

All employees are expected to adhere to our values outlined in our Code of Ethics at all times as listed below:

Integrity: We will be guided by principles of honesty and transparency ensuring that all actions can withstand scrutiny.

Respect: We value an individual's cultural diversity and choices and value each person's individuality. We will act equitably when working with all people.

Reliability: We will do what we say we will do and we will do it when we say we will do it.



WHAT WE REQUIRE FROM YOU

Experience, Qualifications and Personal Attributes

Essential:

- At least 2 years' experience supervising in a café, restaurant, or hospitality environment.
- Strong organisational, leadership and team-building skills.
- Great time management
- Food preparation skills
- Excellent customer service and communication skills.
- Knowledge of food safety and workplace health and safety requirements.
- Barista experience.
- Microsoft suite experience.
- A genuine commitment to inclusion, community, and social impact.
- Ability to assist, support and work alongside people with a disability

Desirable:

- Food safety supervisor certificate (or willing to obtain)
- First aid certificate (or willing to obtain)
- Ability to assist, support and work alongside people with a disability
- Be able to identify and report hazards that may affect the safety of cafe staff, NDIS participants, customers and visitors



Blue Mountains Food Services
Food that connects our community

AGREEMENT

I have read, understood and agree to the above duties relating to my position with BMFS.

I understand from time to time my role may vary and agree to perform ad hoc duties to the Company's expectations that are within my skills and capabilities.

I also agree to attend relevant training when required to ensure industry knowledge is current.

I acknowledge that employees who fail to take reasonable care of their own safety and/or the safety of others will be liable to disciplinary action.

Employee Name: _____

Employee Signature: _____

Date: _____

General Manager Name: _____

General Manager Signature: _____