

Position Description



The Salvation Army Vision

Wherever there is hardship or injustice, Salvos will live, love and fight alongside others to transform Australia one life at a time with the love of Jesus.

Position Title	Mission Café Lead	Date Approved	
Reports To	Mission Coordinator	Department & Location	NSW/ACT Division
Classification	Hospitality Industry Award Food & Beverage Attendant Supervisor Level 5	Employment Term	2-year contract 38hrs – working Saturday and possible until 7pm on Thursday evening.

Position Purpose	To ensure the profitable operation of the café and function as second-in-command to the Mission Director (able to oversee the running of the entire space in the absence of the Mission Director).
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Scope	No. Direct Reports: Up to 8 café volunteers	No. Indirect Reports:	Revenue:	Budget:	Other:
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Key Accountability Areas		Key Responsibilities	Success Criteria
1		<p>Café Operations: (60% of role)</p> <ul style="list-style-type: none"> • Induction and ongoing training of volunteers to make coffee and serve food • Opening and closing duties – including handling monies and balancing the register • Assigning tasks to volunteers each shift • Ensuring consistent delivery of an exceptional customer experience • Managing any customer complaints or issues • Ensuring the café space is clean and tidy • Ensuring adherence to health standards & WHS requirements • Ordering – insure expenses stay below budget through accurate planning and waste reduction • Restocking supplies • Scheduling shifts for volunteers • Coordinate staff meetings • Managing maintenance of equipment (e.g. coffee machines) • Design menu and guide pricing decisions • Business reporting 	<p>Increase cashflow and operating profits Business reports are provided as per policy and procedure requirements.</p> <p>Positive feedback from customers about the café experience Manages any adverse feedback in a positive manner</p> <p>Team members understand their role and are confident in delivering the customer experience</p> <p>Increase employee engagement score</p> <p>Maintain or reduce staff turnover rates All WHS and council requirements are met All equipment is maintained minimising any down time</p>
2		<p>Support Mission Coordinator & foster connection: (40% of role)</p> <ul style="list-style-type: none"> • Spiritual oversight of the café • Delivery of mission throughout the space: <ul style="list-style-type: none"> ○ Explain what the new space is and why The Salvation Army created it ○ Recognise and get to know regular visitors ○ Maintain an up-to-date knowledge if daily activities and events in the café and spiritual zones and proactively let visitors know about them ○ Connect community members to each other, where there are shared interests or opportunities to collaborate on local issues 	<p>Evidence that the spiritual, social and pastoral needs of the community are identified and addressed in a consistent and sensitive manner.</p> <p>Positive feedback is received from the community and other stakeholders about the space, events and programs.</p> <p>Evidence of up to date knowledge of the activities in the centre.</p>

Key Accountability Areas	Key Responsibilities	Success Criteria
	<ul style="list-style-type: none"> • Capable of stepping into Mission Director role when required <ul style="list-style-type: none"> ○ Engage visitors in conversations regarding matters of faith and assist them to explore faith pathways <ul style="list-style-type: none"> ▪ Be a listening ear ▪ Pray with people • Maintain an up-to-date knowledge of daily activities in the centre and proactively let people know about them • Informally direct visitors to the relevant part of the store – includes maintaining up-to-date knowledge of which specialists are visiting each day • Introduce community members to each other, where there are opportunities 	

SELECTION CRITERIA	
Values	<ul style="list-style-type: none"> ▪ Business acumen ▪ Highly developed interpersonal skills ▪ Ability to interact and network positively with a variety of people ▪ Ability to prioritise tasks and manage time effectively ▪ Ability to delegate ▪ Team player, flexible with a positive attitude
Required experience	<ul style="list-style-type: none"> • Experience running a café
Qualifications & Mandatory Requirements (eg. Police Checks)	<ul style="list-style-type: none"> ▪ A commitment to the Christian faith and mission of The Salvation Army ▪ Minimum 2 years experience in café management ▪ Safe food handling qualification ▪ Barista qualification ▪ A shared desire to achieve the goals of Mission Retail

SELECTION CRITERIA

		<ul style="list-style-type: none"> ▪ Appetite to be involved in the local community ▪ Hold a current NSW Working With Children Check ▪ Mandatory National Police Check
<p>Capabilities</p>	<p>Focus on self Demonstrates motivation</p>	<ul style="list-style-type: none"> ▪ Shows active commitment to achieving work and training goals ▪ Maintains own motivation when tasks become difficult.
	<p>Focus on others Develops partnerships</p>	<ul style="list-style-type: none"> ▪ Works proactively ▪ As required with TSA colleagues and partners within and outside TSA.
	<p>Focus on Service Manages finances & physical resources</p>	<ul style="list-style-type: none"> ▪ Uses funds responsibly ▪ Uses operational knowledge to contribute to financial & resourcing decisions ▪ Identifies & reports risks to financial & physical resources
	<p>Focus on the Organisation Demonstrates organisational awareness</p>	<ul style="list-style-type: none"> ▪ Demonstrates awareness of the services delivered by TSA & the stakeholders who access them.
	<p>Spiritually Respectful</p>	<ul style="list-style-type: none"> ▪ Alert to and respectful of spiritual beliefs and practices of others ▪ Respects TSA's spiritual identity and activities

THE SALVATION ARMY MISSION & VALUES

The Salvation Army is a Christian movement dedicated to **sharing the love of Jesus**.

We share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

Recognising that God is already at work in the world, we value:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.

Signatures:			
	Employee Name	Signature	Date
	Manager Name	Signature	Date