

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Café Supervisor
Classification:	Level 4
Status:	Full Time, ongoing
Location:	Cape Otway, Victoria
Approved:	Accommodation Service Manager – December 2024

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (the Authority) was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with Traditional Owners, our role is to manage, protect, rehabilitate and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.

As a public land manager for the Great Ocean Road coast and parks, we manage a wide variety of public land from National Parks to coastal beaches to town foreshores. We also lead visitation policy and planning for the scenic landscapes along the Great Ocean Road to manage visitation 'hot spots' and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested back into the coast to ensure the Great Ocean Road region can be enjoyed now and for generations to come.

About the Accommodation Services Team

Our self-managed coastal Caravan Parks and Cape Otway Lightstation generate the majority of the Authority revenue. We are the single largest accommodation provider on the Great Ocean Road with over 800,000 visitor nights annually. Situated adjacent to some of the most spectacular beaches on the coast, we offer a range of accommodation options for families, tourists, students and visitors. Our Team currently manages the following accommodation service along the Great Ocean Road:

- Anglesea Family Caravan Park

- Apollo Bay Recreation Reserve
- Cape Otway Lightstation
- Kennett River Family Caravan Park
- Lorne Foreshore Caravan Park
- Marengo Family Caravan Park
- Port Campbell Recreation Reserve
- Princetown Recreation Reserve
- Skenes Creek Foreshore Caravan Park
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.

Purpose of the position

The **Café Supervisor** position is responsible for performing a variety of duties in the Lightstation site Café to ensure an excellent customer experience.

Primary responsibilities

The **Café Supervisor** responsibilities include:

- Focus on the daily operations of the Café as set out by the Tourism Operations Coordinator or management
- Perform a range of duties including food preparation, coffee/tea making, waiting tables, clearing tables, washing dishes, operating cash register, EFTPOS machine, cash handling, float management and daily till reconciliation
- Ensure all orders/meals are presented at a high standard
- Ensure quality service and the efficient serving of all food & drinks in the daily operations of the Café
- Ensure Café premises is well presented with a high level of cleanliness and hygiene standards adhered to all times
- Supervise and support café staff to ensure efficient co-ordination of café roles, responsibilities, standards and staff breaks
- Receive scheduled deliveries and ensure correct stock control measures and levels are maintained within budget
- Ensure food safety, health and hygiene standards are met by staff working in the Café in line with food hygiene compliance
- Provide a warm and welcoming environment with outstanding customer service
- Maintain a friendly, positive, professional and cooperative manner at all times when interacting with the public

- Face to face customer liaison at the site including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required
- Answer guest queries or direct them to the appropriate staff member
- Ensure Liquor Licencing and hygiene standards are adhered to at all times
- Comply with the Authority's Occupational Health and Safety (OHS) policies and procedures
- Identify potential risks and report any hazards, accidents, incidents or near misses to Management
- Observe and implement safe practices whilst undertaking cafe duties, ensuring personal, employee and visitor safety
- Ensure site security is maintained, including securing building and cool room at end of day and report any suspicious activities to Management
- Assist with any promotional activity, as required
- Provide feedback and suggestions to Management on visitor experiences and improvements
- Work to achieve highly cohesive working relationships and a friendly and positive working environment with other members of staff and stakeholders
- Update and maintain knowledge of the Lightstation history and relevant topics of interest along with public site activities through training sessions and staff outings as required.

Key selection criteria

Qualifications and experience:

- Tertiary qualification in Hospitality field.
- Three years demonstrated industry experience in hospitality in a similar role.
- Proven experience in coordinating and /or supervising a team.
- Proven experience in providing excellent customer service with a strong attention to detail.
- Barista/Coffee making skills and experience.
- Food preparation experiences.
- Food Handling Certificate.
- Current First Aid.
- Responsible Service of Alcohol, desirable.

Knowledge and skills

- Ability to communicate with people across a broad range of backgrounds in a friendly and approachable manner.
- A proactive approach to problem solving.
- Good time management and organisational skills.
- Ability to be flexible at work and be part of a highly committed and vibrant team.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Evidence of Australian Citizenship or Permanent Residency
- Hold a current Australian Driver's Licence.

Organisational relationships

Reports to: Tourism Operations Coordinator

Direct reports: Nil.

Internal liaisons: All Great Ocean Road Coast and Parks Authority departments.

External liaisons: Community, agency and government stakeholders.

Contractors and suppliers.

Visitors and guests.