

Position description

Position title: Café and Functions Supervisor

Position type: Full time (40 hours per week) or Part-time

Location: Zealandia, 31 Waiapu Road, Wellington, New Zealand

Supervisor: Hospitality Manager

Purpose of the role

Rātā Café is an award-winning café offering cuisine with a conscience and native twist. Our ethos is working with what nature provides to make delicious food and drink that is not only sustainable but gives back to the earth.

The Café and Functions Supervisor works with the Hospitality Manager leading a hardworking team responsible for delivery of all front of house activities for Rātā Café and for the running and delivery of all functions (e.g. corporate meeting and events, weddings and group dining). The Café and Functions Supervisor has direct responsibility for supervising the café's operations as the Duty Manager and for ensuring the smooth and efficient running of the café events to an agreed high standard, in addition to the responsibilities and duties of Café and Functions Assistant. They are always required to uphold a good example to other staff and be friendly and approachable to customers, solving any problems in a positive manner.

As Rātā Café interacts with many visitors to Zealandia, the Café and Functions Supervisor must inspire a team to deliver excellence in customer service. It is also advantageous that an applicant has an interest in New Zealand conservation.

Rātā Café's normal operating hours are 7 days a week from 9am to 4pm. Work outside of these may be required to support functions activities.

Like all members of staff at Zealandia, the person in this role will be expected to actively uphold the principles of Te Tiriti o Waitangi, maintain and promote exceptional health and safety, and support the maintenance of biosecurity in the sanctuary.

Organisation background

Zealandia is an organisation that cares for Te Māra a Tāne, a world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique 225ha forested valley—Te Māra a Tāne. Zealandia's first generation of restoration effort has resulted in flourishing forests and the establishment of many native species, from hihi to tuatara. Looking forward, Zealandia's next generation is focused on ['Living with Nature—Tiaki Taiao, Tiaki Tangata'](#). *"We connect people with our unique natural heritage, and inspire actions that transform how people live with nature in our cities, towns and beyond"*. This purpose is visible through our leading education, conservation, restoration, and engagement activities.

Zealandia is a not-for-profit organisation, and its conservation, restoration and outreach work is made possible by an award-winning sustainable business model. Funding currently comes from visitors and tours, our café, memberships, grants, sponsorships, and donations. Every role in the organisation has some part to play in ensuring our 130,000+ visitors, 500+ volunteers and 11,000+ members are cared for and welcomed into the Zealandia community.

As an organisation we honour Te Tiriti o Waitangi are on a journey towards learning how this plays out across our work as Tiriti partners. We accord value to te ao Māori (the Māori world), and support mana whenua to fulfil their role as kaitiaki. All staff are encouraged to build capacity and confidence across te ao Māori including te reo Māori me ōna tikanga, and Te Tiriti o Waitangi.

The Zealandia Te Māra a Tāne team

Zealandia Te Māra a Tāne is a medium size organisation, with around 100 people employed in different contexts. We have around 500 volunteers who support all our work. We pride ourselves on exceptional teamwork which is required from all staff, volunteers and members. The dynamic nature of Zealandia Te Māra a Tāne means it is an incredible place to extend and challenge yourself, have real on-ground outcomes for conservation and community engagement, and to be part of a successful team.

Zealandia Te Māra a Tāne is managed by the Karori Sanctuary Trust. To find out more please go to www.visitZealandia.com/

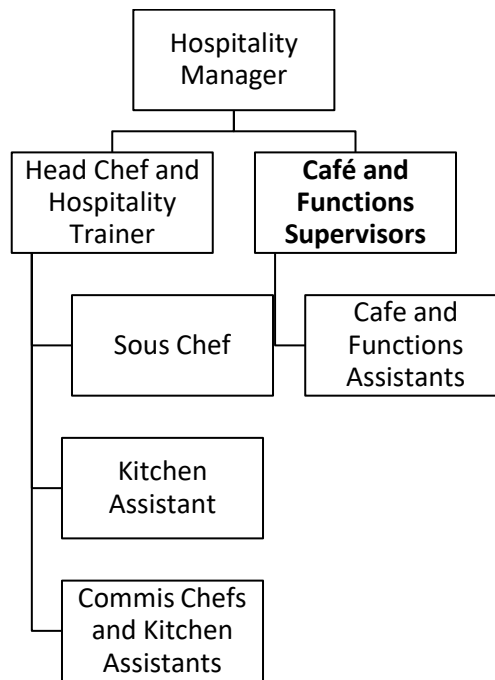
About this position description

As the work and priorities of Zealandia Te Māra a Tāne change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the role and responsibilities as at the date of approval. The specifics of the role will be reviewed on a regular basis and adjustments may be made to key responsibilities and accountabilities.

This position description details the minimum outcomes required for the position and for employment. Zealandia Te Māra a Tāne is a seven day per week operation. After hours and weekend work will be required from time to time. A non-smoking policy is effective on sanctuary land, with the exception of a designated smoking area.

The Rātā Café Team

The Café and Functions Supervisor is responsible for contributing to the running of a profitable and vibrant café business (including meetings, conferences, wedding ceremonies). As the second person in charge, the Café and Functions Supervisor is responsible for managing a café shift of up to 6 café- wait staff, managing all front of house related compliance, food service, customer satisfaction, ordering and health and safety.



Key responsibilities

1. All Café Staff General Responsibilities and Duties

The Café and Functions Supervisor is expected to perform all duties in Rātā Café alongside other café and kitchen staff. These include:

- Manage and lead the Café and Functions staff by example and positive attitude.
- Ensure front of house, back of house and storage areas are always kept tidy and clean.
- Ensure that all property is handled with due care.
- Perform or manage all duties as required; including sorting rubbish, moving furniture, waiting and clearing tables, washing dishes, functions set-up and pack-down, general cleaning duties including toilet maintenance.
- Understand and practice Zealandia’s Code of Conduct, and health and safety policies and practices and the food hygiene standards of Rātā Café.
- Maintain good working relationships with fellow staff and managers. Attend all staff meetings as requested.
- Ensure a high standard of personal and workplace hygiene.
- Embrace Zealandia’s policies on environmental consciousness and sustainability.
- Complete all café and kitchen training as required such as food hygiene standards and Liquor License.

2. Café and Functions Responsibilities and Duties

Manages the daily front of house operations of Rātā Café and functions activities. These include:

- Operate as the café Duty Manager. This requires managing daily compliance with the Liquor Act all health and safety responsibilities as the senior staff member, acting as a fire warden, holding a Duty Managers Certificate, holding a current First Aid Certificate, and training on the full evacuation procedures for the Visitors Centre and Heritage and Gecko Lawns.
- Manage the delivery of functions to ensure that all functions achieve the standard of services agreed with the client as outlined in the function's agreement.
- Be a champion for excellent food service within the café ensuring that food is delivered to a high standard by the kitchen and that the café team provides excellent customer service.
- In partnership with the Head Chef and Hospitality Trainer, and Hospitality Manager, input into the development of the Food Control Plan and other food related mandatory and voluntary compliance, ensuring that all front of house staff are following required procedures.
- Maintain food safety in the front of house – ensure that all equipment and work environments are kept to a clean and safe standard and maintains all cleaning records in line with the food safety plan.
- Is abreast of food trends and has input into the development of the seasonal menus.
- Manage stock to the agreed targets and undertake monthly stock take for the front of house.
- Oversee orders and deliveries from suppliers checking and weighing all deliveries before passing invoices on to the Hospitality Manager for payment approval.
- Ensure that customers receive the highest standard of customer service- that is always also efficient and courteous. Manages customer complaints.
- Oversee all front of house staff rostered on and their duties, ensuring they work efficiently and effectively.
- Identify staff training needs and opportunities and works to ensure that all staff are trained to required standards (e.g. identify the need for and arranges barista training, hospitality training, etc).
- Ensure the correct implementation of the Liquor Licencing Act across Zealandia and Rātā Café's operations.
- Maintain a high standard of equipment, crockery, cutlery and utensils etc. and always ensure adequate levels of stock are maintained.
- Report any staff or equipment issues to the Hospitality Manager at the first opportunity.
- Ensure uniform standards are adhered to by all café staff.
- Manage café emails, bookings and functions requests received by Rātā Café and meets with prospective clients to showcase Rātā Café as a functions and event destination (e.g. corporate bookings, weddings, meetings and group dining).

3. Health and Safety

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace hazards and using appropriate safety equipment.
- Adhere to Zealandia Te Māra a Tāne's code of conduct to support a healthy, safe and enjoyable work environment.
- Ensure health and safety is addressed in day-to-day activities for all staff, volunteers and visitors working the café.
- Ensure your workspace is a safe working environment through adherence to the Health and Safety at Work Act 2015 and implementation of Zealandia Te Māra a Tāne's policies on safety.

4. Biosecurity

- We have a shared responsibility that the valley is maintained as an environment free of key animal and plant pests, allowing restoration progress to be made against the 500 year vision.
- All employees must take Zealandia Te Māra a Tāne’s biosecurity seriously so the risk of accidental introductions is minimised.
- Ensure all visitors and groups visiting with you adhere to biosecurity processes.

NOTE: the above responsibilities and expectations are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Key Relationships

Internal:

- Head Chef and Kitchen team
- Lead Ranger Sales and Service
- Tourism Product Advisor
- Executive Assistant to the Chef Executive
- Finance team
- Marketing team

External:

- Suppliers
- Zealandia Members and visitors

Person Specification

Qualifications and experience

- Has a current Duty Managers Certificate (including LCQ)
- Qualified barista
- First Aid certificate
- NZ Certificate in Food and Beverage Service – Level 3 and or minimum of 2 years’ experience in a café or restaurant

Personal Attributes

- Excellent communication skills
- Able to lead a team successfully
- Positive attitude
- Works well under pressure
- Great problem solving skills

Current: March 2023