

Position description

Position title: Café and Functions Assistant

Position type: Permanent Part-Time

Location: Zealandia, Waiapu Road, Karori, Wellington

Supervisor: Café and Functions Manager

Purpose of the role

Rātā Café is the on-site café at Zealandia Te Māra a Tāne, a wildlife sanctuary in the heart of Wellington. Our delicious food and drink do more than nourish our visitors – every dish you make gives back to our conservation mission.

The Café and Functions Assistants manage all parts of the customer experience in the café from greeting customers as they arrive in the café, taking orders and serving food and drinks to customers, exact use of the POS system and ensure a clean and professional environment. Café and Functions Assistants will also be required to assist the kitchen at times through managing dishes, food preparation and cleaning.

Like all members of staff at Zealandia Te Māra a Tāne, 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 Te Māra a Tāne is an organisation that cares for a 225 ha world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique 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 Te Māra a Tāne’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 Te Māra a Tāne 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 18,000+ members are cared for and welcomed into the Zealandia Te Māra a Tāne 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/

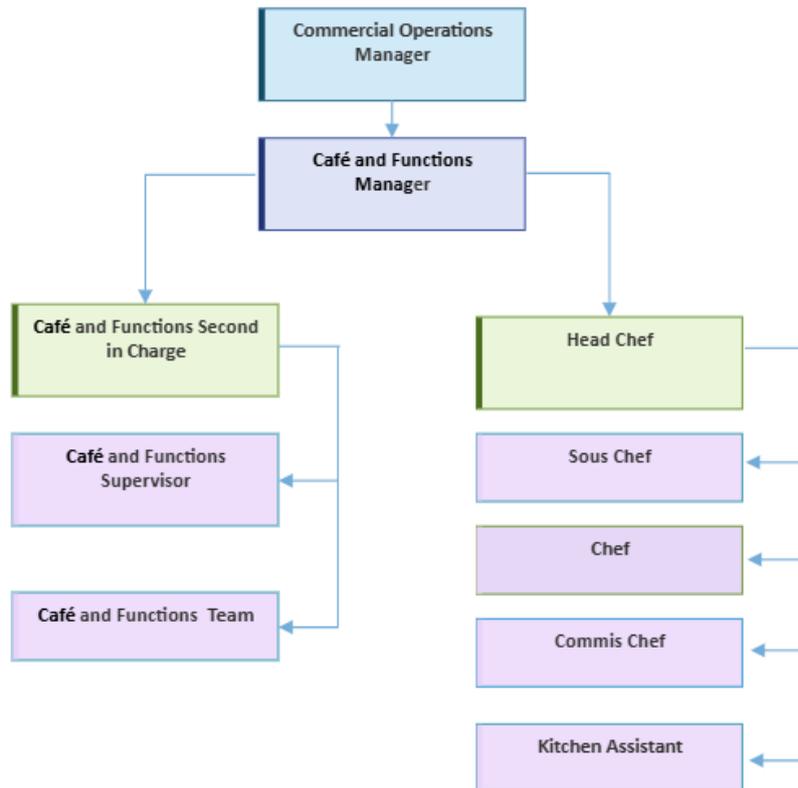
About this position description

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 Café and Functions Team

The Café and Function Assistant is part of a wider team responsible for contributing to the running of a profitable and vibrant café and functions business that includes conferences, wedding ceremonies and receptions. Core responsibilities of the role include food service, customer satisfaction and health and safety.



Key responsibilities

1. All café and functions staff general responsibilities and duties

- 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.
- There is an expectation that all duties relating to the operation of the café are performed by all staff regardless of what position you currently hold.
- Be fully conversant with the establishments' standards, operations and services and carry out duties to these standards.
- Be flexible in relation to working weekend, public holidays or additional hours other than the standard opening times.
- 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 the Zealandia's policies on environmental consciousness and sustainability.
- Have a good general knowledge of the sanctuary and its flora and fauna (referencing the cheat sheet with interesting facts about the sanctuary).
- Any other duties as required; including rubbish, moving furniture, waiting and clearing tables during busy times, functions set-up and pack-down, general cleaning duties including toilet maintenance.

2. Café and Functions Assistant

- Take customer orders accurately and process payments in POS software
- Serve food and beverages to tables and clients where required, clear dishes from tables, and maintain cleanliness around food service areas
- Make and serve simple beverages
- Contribute to kitchen operations including simple food preparation tasks overseen by the Chefs, and wash dishes as required
- Create and maintain a welcoming atmosphere for guests to the café
- Be responsive to customer needs
- Be professionally presented day-to-day
- Ensure that customers always receive efficient and courteous service.
- Carry out any requests by the Café Supervisor.
- Deal with customer complaints, queries with authority or refer to a supervisor.
- Assist with stock taking as required.

2. Health and Safety

- Carry out and record food safety tasks as assigned by team leaders
- Follow instructions from the Duty Manager relating to the responsible sale of alcohol
- Participate in first aid and fire warden as required
- 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 in the café and for functions.
- 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.

3. 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.

Person specification

Personal Attributes

- Excellent communication skills.
- Team player.
- Co-operative, assist other team members as needed.
- Ability to follow and pass on instructions.
- Committed to team establishment and excellence.
- Positive attitude.
- Ability to work under pressure.
- Reliable and flexible to change.

Current: March 2026