



Moon Rabbit Social Enterprise Café – Barista All-Rounder Position

Organisation Overview

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| Position | Café Barista Allrounder | Reports to | Moon Rabbit Manager |
| Hours | Casual Employment | Area | Moon Rabbit Cafe |
| Award | Neighbourhood House and Adult Community Education Collective Agreement 2010 | Classification and Salary | NHACE Agreement 2010 Level 3.1 \$34.56 per hour (base rate + casual loading) |
| Supervises | Not Applicable | Position Commences | April 2024 |
| Internal Liaison | Chief Executive Officer, Management team, Marketing and Communications Co-ordinator, Bridge staff, volunteers and Board of Management, contractors, and Moon Rabbit café staff | | |
| External Liaison | Customers of Moon Rabbit, Moon Rabbit Suppliers/Wholesalers | | |

Bridge Darebin

Bridge Darebin is a vibrant, not-for-profit community organisation based in the Darebin LGA. Bridge Darebin is a Social enterprise that incorporates a Neighbourhood House, a Learn Local organisation, a Low-waste training café, and Occasional Care Centres. We value community ownership and management and provide our services free from discrimination. We are a registered charity and Public Benevolent Institution.

We are an economically and environmentally sustainable social enterprise NFP that provides social, educational, and support programs to meet community needs. The organisation has five main areas of activity across multiple sites: adult education, children's services, community programs, venue hire, and our socially responsible café, Moon Rabbit.

Moon Rabbit Cafe

Moon Rabbit is an environmentally sustainable social enterprise café and a key element of Bridge Darebin's 2023 – 2025 strategy. It aims to provide an outstanding experience for customers, clients, staff and volunteers, to meet its commercial targets, engage the local community and most importantly, to enable young people supported by our disability training program – Bridge to Work to develop their technical, life and employability skills in a supportive real work environment. Leading by example Moon Rabbit instils up-to-date sustainability practices whilst serving top-quality food and beverages to all clients both internal and external.

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Moon Rabbit has established itself as the flag-ship service of Bridge Darebin and serves as the “face” of the organisation. The position of Moon Rabbit Café Barista All rounder will help position our business to meet our targets better and support our community, including the students of the Bridge to Work program.

Key Responsibilities:

Reporting to the Moon Rabbit Manager, the Café Barista All-Rounder is responsible for the preparation and serving of hot and cold food and beverages for dine-in or takeaway customers. The role requires a high standard of customer service, promoting Bridge Darebin's values and supporting the Moon Rabbit Manager, Chef & Supervisor in maintaining a positive, supportive and vibrant environment.

The Café Barista All-rounder will also support the Bridge to Work program students during their ongoing placement in the café. Essential to this role is the possession of an outgoing, proactive, personable, empathetic and respectful attitude and a desire to work with and alongside people with additional learning and support needs.

1. CUSTOMER SERVICE

- 1.1. Provide a professional, friendly and enthusiastic attitude toward customers and customer services at all times
- 1.2. Respond promptly to customer inquiries
- 1.3. Ensure customer satisfaction and provide professional customer support

2. FOOD AND BEVERAGE

- 2.1. Deliver exceptional food service standards and product knowledge
- 2.2. Prepare and serve speciality coffee efficiently and to a high standard, meeting customer's needs
- 2.3. Prepare and serve food according to set specifications and customer requirements

3. OPERATIONS

- 3.1. Actively embrace and promote Moon Rabbit environmental and sustainability measures.
- 3.2. Participate in daily operations, including setup and clean down of service areas and all kitchen sections
- 3.3. Assist with the setup and clearing of the café for events and functions.

4. OCCUPATIONAL HEALTH AND SAFETY

- 4.1. Ensure that Worksafe and OHS practices are met and maintained.

5. COMMUNICATIONS

- 5.1. Communicate and coordinate with colleagues as necessary
- 5.2. Consistently seek to engage the local community by promoting Bridge Darebin and Moon Rabbit values.

6. OTHER RESPONSIBILITIES:

- 6.1. Provide training, support, and guidance to Moon Rabbit staff, volunteers and bridge to work students.
- 6.2. The incumbent can expect duties not explicitly mentioned in this document but within the capacity, qualifications, and experience generally expected from persons occupying positions at this classification.
- 6.3. Drive the van to facilitate the catering deliveries

6.4. Key Personal Skills:

The person for this position will have demonstrated experience in:

1. Independently managing time, prioritising and planning work to meet set timelines in an environment of competing priorities.
2. Understanding of and commitment to working in a community organisation or relevant environment, with an ability to relate to a wide range of people.
3. Ability to maintain complete confidentiality and use diplomacy and discretion concerning all work activities.
4. Excellent written and verbal communication skills and the ability to communicate and liaise effectively and sensitively at a high level with internal and external stakeholders.
5. Highly developed interpersonal negotiating and problem solving skills

Essential Skills and Experience:

- Extensive experience in fast-paced front of house café operations, preparing speciality coffee and hot and cold menu items, including taking orders.
- Highly developed barista skills.
- High level customer service and conflict resolution skills.
- Ability to multi-task, prioritise, and manage competing tasks.
- Demonstrated ability to follow policies and procedures, especially concerning OH&S.
- Excellent initiative and ability to pro-actively seek out and complete tasks any time you are not actively serving customers.
- Passion and enthusiasm for great food and coffee.

Highly Desirable:

- A working knowledge of Health and Safety responsibilities in a café environment.
- Knowledge and experience of Not-for-Profit community organisations and social enterprise.
- A passion and understanding for working with and helping people with additional learning needs to achieve their goals.
- Experience in training people in hospitality environments.

Appointment is subject to:

- A current Working with Children check.
- Current Victoria Police check.
- Current and clean Victorian Drivers Licence.