



Position Description

Position Title	Canteen Manager
Employment Status	Casual Basis – 26.5 Hours Per Week
Reports to	Business Manager
Updated	April 2019

About Basketball Geelong

Basketball Geelong exists to foster basketball in the Geelong and district community, to oversee the conduct of the sport and to enable the participation and development of players, clubs and officials of all abilities.

Position Objective

The Canteen Manager is responsible for overseeing the catering services, planning, developing and implementation of new working policies for increasing business and meeting the requirements of customers by maintaining hygiene standards and adhering to Food Services Policies. The Canteen Manager will be responsible for a small team of staff to prepare food for the Basketball Geelong Canteen. Due to the nature of the role, the successful applicant will be required to be flexible with work days and times.

Responsibilities and Accountabilities

- Plan, organise and monitor the day to day operations of the Basketball Geelong Canteen, including rostering of staff, ordering, receiving and checking of all orders received
- Preparation of fresh food items
- Provide full costings for all functions conducted by Basketball Geelong
- Lead and continually develop Canteen staff
- Ensure daily and term specific record keeping
- Ensure stock is stored in accordance with correct food handling and hygiene procedures
- Maintain food safety, handling and hygiene practices, including ensuring that the cleaning is carried out routinely
- Adhere to and implement related Food Handling Policies
- Ensure up to date knowledge and any changes to food safety requirements, communicate these changes to Canteen staff and implement strategies as required
- Work with Canteen staff to ensure that hours of work are clear
- Ensure a safe working environment for all staff
- Undertake regular stocktakes
- Maintain an inventory of all assets within the Basketball Canteen
- To be aware of Basketball Geelong's day to day operations, process and/or procedures to assist customers with any queries

- Any other duties as directed by the CEO or CEO's nominee (e.g. COO and or Business Manager)

Experience and Qualifications

- Previous experience working in food services industry (such as schools or café), in a fast paced kitchen
- Passionate about fresh produce
- Related food handling qualifications, with a demonstrated understanding of OHS and food safety requirements
- Commitment to delivery of high quality food
- Exceptional customer service skills
- Self-motivated, strong organisational and communication skills
- Manages teams effectively, providing clear direction, advice and necessary support in day-to-day working and in developing and implementing new processes and procedures
- Demonstrates commitment to the objectives of the Canteen and Basketball Geelong and shows considerable drive in achieving work targets
- Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems
- Intermediate to advanced computer skills, particularly in relation to MS Office applications and experience is desirable (but not essential)
- Be personable in all interactions with staff and customers by establishing a natural rapport with people.
- Able to undertake a number of different tasks simultaneously, ensuring the most important tasks are completed in line with agreed expectations about timeliness, quality and resource use
- Demonstrates awareness of own knowledge, skills and experience and performs confidently in all tasks, quickly establishing trust and respect with others
- Hold a current Working With Children Check and Police Record Check
- A demonstrated understanding of child safety and understanding of appropriate behaviours when engaging with children.

Additional Information

Annual Review Meetings

An Annual Review will be held during the year by the Business Manager and will consider the following aspects of the role:

- Professional relationship with others
- Reflection on the professional duties performed
- Reflection and report on appropriate training / in servicing done in support of the role
- Time Management in the fulfilment of the role
- Organisational skills and competencies used in the aspects of the role
- ICT Skills used and developed in the role
- Successes/Challenges that the role encounters

Management of Staff

As a Leader the incumbent will be required to effectively manage staff including setting directions, providing feedback and raising any performance concerns in accordance with the College's policies and procedures. As a Leader it is expected that the incumbent will conduct Annual Review Meetings with staff.

Professional Development

Relevant professional development can be accessed by the Canteen Manager

Employee Obligations

Policies

The Canteen Manager is employed under and will abide by the Fast Food Industry Award 2010 (and any instrument that replaces it) and Basketball Geelong policies, guidelines and procedures.

Occupational Health Safety

Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures. It is the responsibility of all staff to ensure OHS guidelines are met, safe work practices are maintained and all hazards reported to the OHS representative or OHS committee.

Each staff member does make a positive contribution to the Basketball Geelong environment. Suggestions that can improve the overall efficiency of a work area are valued and each staff member is encouraged to put forward ideas and suggestions to their Direct Manager.