



## POSITION DESCRIPTION

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### **Mission**

*To support people with intellectual disabilities to lead a life of their choosing, with meaningful participation in their community.*

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<b>TITLE:</b>	<b>Café Manager</b>
<b>SERVICE AREA:</b>	Alkira BIZ
<b>REPORTS TO:</b>	Chief Services Officer
<b>AWARD AND GRADE:</b>	Restaurant Industry Award 2020
<b>LIASION:</b>	<b>Internal:</b> Community Supports Team <b>External:</b> Local Community Business Networks
<b>REVIEWED BY:</b>	Chief Services Officer
<b>DATE LAST REVIEWED:</b>	May 2026

Alkira is a community sector organisation providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira's service philosophy is based on recognising, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

All employees have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organisation;
- Ensuring supports are provided to participants in consultation with their families;
- A process of continuous quality improvement throughout the organisation;
- The maintenance of organisational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

## POSITION PURPOSE

The Café Manager is responsible for overseeing the daily operations of Alkira's café and coffee cart, ensuring high-quality service, efficient operations, and a welcoming, inclusive environment.

The role supports people with disabilities to develop practical hospitality skills through workplace training while maintaining strong operational, compliance, and commercial outcomes.

Working under the direction of the Chief Services Officer, the Café Manager leads the team and ensures the café operates in line with organisational standards and values.

### Key Areas of Accountability:

- Operational Management
- Team Leadership and Coordination
- Marketing & Promotion
- Compliance, Food Safety and OHS
- Financial Management and Performance
- Inventory and Supplier Management

Key Accountabilities	Key Performance Indicators
Operational Management	<ul style="list-style-type: none"><li>• Consistent delivery of smooth daily operations, with minimal service disruptions or unplanned closures.</li><li>• Café and coffee cart presentation standards consistently met, including cleanliness, signage, and overall customer environment.</li><li>• team members are effectively deployed during service periods, with appropriate coverage to meet customer demand.</li><li>• Foster a positive and friendly atmosphere that consistently exceeds customer expectations.</li><li>• Support Alkira participants by contributing to their training and development, demonstrating strong customer service, product knowledge, and adherence to safe work practices in line with Alkira's values.</li><li>• Maintain effective and proactive communication with the Chief Services Officer, ensuring they are kept appropriately informed of operational performance, risks, incidents, team matters, compliance issues, and significant developments across all areas of the café/coffee cart operation/s.</li></ul>
Team Leadership and Coordination	<ul style="list-style-type: none"><li>• Rosters are developed and maintained in line with business needs, ensuring adequate coverage across all service periods (including peak demand), with minimal reliance on last-minute changes.</li><li>• Team member attendance and punctuality are effectively managed, with unplanned absences addressed promptly and service continuity maintained.</li></ul>

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- All team members complete required induction, orientation, and mandatory training within required timeframes.
  - Training records are current and compliant, with all team members maintaining up-to-date certifications (e.g. food safety, WHS).
  - Regular supervision sessions are conducted, documented, and aligned with organisational requirements.
  - Performance expectations are clearly communicated, with timely feedback, coaching, and development provided to team members.
  - Demonstrated improvement in team member capability and confidence, including ability to perform core café tasks independently.
  - Positive team culture maintained, reflected in team engagement, collaboration, and low turnover.
  - Workforce issues (performance, conduct, or wellbeing) are identified early and managed in line with organisational policies.

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#### Marketing & Promotion

- Implementation of a consistent marketing plan for both the café and coffee cart, aligned with organisational goals.
- Active management of social media platforms, including regular posting, content updates, and timely responses to messages and enquiries.
- Increase in customer numbers and/or sales revenue for both café and coffee cart (tracked monthly against targets).
- Active engagement with local community, events, and partnerships to promote services and increase visibility.
- Growth in repeat customers and customer engagement (including social media engagement metrics).
- Maintenance of strong brand presentation across all touchpoints (menus, signage, coffee cart setup, and online presence).
- Monitoring and reporting on marketing and social media performance, with adjustments made based on insights and feedback.

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#### Compliance, Food Safety & OHS

- 100% compliance with all relevant food safety, WHS, and organisational policies and procedures.
  - No critical non-compliance findings in internal or external audits; all minor findings addressed within agreed timeframes.
  - All required food safety and WHS documentation (e.g. temperature logs, cleaning schedules, safety checklists) completed accurately and on time.
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- All team members maintain current and valid mandatory certifications (e.g. Food Safety, WHS), with no lapses.
  - Workplace inspections conducted regularly, with hazards identified, documented, and addressed promptly.
  - Incidents, hazards, and near misses reported within required timeframes and appropriately followed up.
  - Safe work practices consistently demonstrated and reinforced, including correct use of equipment and adherence to procedures.
  - Food handling practices meet regulatory standards, including safe storage, preparation, and hygiene requirements.
  - Participate in fire drills and evacuations as required/directed and ensure appropriate Chief Warden/Fire Warden training completed.
  - Ensure emergency procedures are communicated and understood by team members and regularly reviewed/maintained and practised as required.

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Financial Management and Performance

- Café and coffee cart operate within approved budget, with effective monitoring of income and expenditure.
- Monthly revenue targets are achieved or exceeded, with variances identified and addressed in a timely manner.
- Wage costs maintained within agreed percentage of revenue, ensuring sustainable labour allocation aligned to business needs.
- Cost of Goods Sold (COGS) maintained within agreed percentage of revenue, supporting appropriate pricing and margin performance.
- Overall operational costs maintained within agreed percentage of revenue, ensuring financial sustainability and efficiency.
- Pricing regularly reviewed and adjusted to ensure competitiveness, appropriate margin recovery, and alignment with business goals.
- Accurate daily cash handling, reconciliation, and financial reporting completed with no discrepancies.
- Timely completion of financial reporting requirements in line with organisational processes.
- Identification and implementation of initiatives to improve profitability, cost control, and operational efficiency.
- Financial risks identified early and escalated appropriately to support informed decision-making.

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Inventory and Supplier Management

- Stock levels are effectively managed to ensure continuity of service with minimal stockouts or overstocking.

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- Regular stocktakes conducted with accurate records maintained and variances investigated and resolved.
  - Stock accuracy maintained at a high standard (e.g. minimal variance between recorded and actual stock).
  - Orders placed in a timely manner to maintain appropriate stock levels and support business needs.
  - Strong supplier relationships maintained, including timely communication and resolution of supply issues.
  - Goods received are checked for accuracy, quality, and pricing against invoices.
  - Wastage, spoilage, and stock loss minimised through effective rotation and storage practices.
  - Cost-effective purchasing decisions made in line with budget and quality requirements.

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Other

- Any other reasonable duties as requested by the Chief Services Officer
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## KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key accountabilities listed above. Demonstrated alignment with the organisation's values and the potential for future development will also be considered.

### Qualifications and Experience

#### Essential

1. 3-5 years prior experience in a Café or Restaurant manager role.
2. Barista Certificate with extensive barista experience.
3. Strong understanding of cafe management best practice and industry trends.
4. A proven understanding of inventory & stock control; cost of goods and maintaining an operating budget.
5. Excellent leadership qualities and experience developing, training and motivating a high performing team in a fast-paced environment.
6. Self-motivated with a strong desire to strive for excellence.
7. Outstanding communication and interpersonal abilities.
8. Strong organisational and problem-solving skills.
9. Proficient in point of sale (POS) systems and other relevant software.
10. Ability to work flexible hours, including weekends and public holidays.
11. Current Certification in food safety & handling, hygiene and sanitation.
12. Current First Aid & CPR Certification.

#### Desirable

- Exposure to the disability sector or experience supporting people with disability in a high-support setting.
- Current Victorian driver's licence.
- Ability to safely tow and set up the coffee van for off-site events.

## Personal Attributes

- Strong commercial mindset, with the ability to balance customer experience, participant outcomes, and financial performance.
- Confident and accountable decision-maker, with a focus on achieving operational and financial targets.
- Resilient and calm under pressure, able to maintain performance and lead effectively during busy or challenging service periods.
- Genuine care for team members and participants, with a commitment to creating a safe, respectful, and supportive environment.
- Highly organised and disciplined, with strong attention to detail in operational, financial, and compliance requirements.
- Proactive and solutions-focused, with a willingness to take initiative and drive continuous improvement.
- Flexible and adaptable across café and mobile coffee cart environments, responding effectively to changing demands.
- Strong communicator who builds positive relationships with team members, participants, customers, and stakeholders.
- Leads by example, demonstrating consistency, reliability, and high professional standards.
- Inclusive and respectful, with the ability to support a diverse workforce and participant group while maintaining clear expectations.

## Inherent Requirements of the Job

### The successful applicant must:

Hold or be willing to undertake/provide the following checks and supporting evidence (at the individual's expense), with an ongoing offer of employment being subject to a satisfactory result or provision;

- NDIS Worker Screening Check and Working with Children Check;
- International Police check (if necessary/required);
- Evidence of Australian Working Visa (if relevant);
- Current Victorian Driver's License
- Can work a variety of flexible hours that could include weekends, public holidays and hours outside normal operations for café events.
- Can stand for long or extended periods of time.
- Can lift heavy loads up to 11 kg.

### OH&S

- Comply with all Alkira OH&S policies and existing protocols.

### Training

- It is an inherent requirement of your role to attend training identified as mandatory by Alkira.