



Job Description




Café Supervisor

As a Café Supervisor you will oversee the day to day operations of the Village café, ensuring exceptional customer service, efficient workflow, and adherence to quality and cleanliness standards. Your role involves coordinating the cafe team and tasks, championing the Food Safety Program and maintaining a welcoming atmosphere for residents and visitors.

Business Unit	Operations
Department / Team	Food Services
Reporting Line	Chef Manager
Contribution / Responsibilities	<div>Supervision/coordination</div> <ul style="list-style-type: none">Coordinate the café team and daily tasks to ensure smooth operation, efficient workflow, and great visitor experience

	<ul style="list-style-type: none"> Support Chef Manager in coordinating, planning, and catering resident functions and events as required Act as an escalation point for concerns, feedback, and improvements <p>Daily operation of the on-site café</p> <ul style="list-style-type: none"> Cabinet and fridges stock ordering and control (minimising wastage) Ensure food and drinks served are presented well, are of high quality and tasty Maintain attractive presentation of the cabinets and fridges Preparation, storage, and presentation of light /short order meals (wraps, sandwiches, slices, short order menu items etc.) as per the food safety program Providing Barista services Reconciliation of daily transactions against stock movement <p>Provide quality customer service</p> <ul style="list-style-type: none"> Offer high quality, customer centric café experience to cafe visitors by creating a warm, friendly, and welcoming environment Address customer enquiries, feedback, and complaints appropriately, ensuring a pleasant dining experience <p>Quality control Demonstrate compliance to all regulatory and hygiene requirements for food handling including:</p> <ul style="list-style-type: none"> Maintain cleanliness and organisation of the café, including equipment, dining areas, and drink stations, in accordance with the Food Safety Program. Dishes, cutlery, and food preparation utensils are cleaned after each meal and all surfaces kept clean between customers Ensure café is audit-ready every day by regularly checking and monitoring that the café is compliant with health & safety standards Maintain all food safety logs associated with the cafe within the Safe Food Pro system
People Leadership (if applicable)	While the Café Supervisor has no direct reports, they are expected to work with the Chef Manager and coordinate staff rostered to ensure smooth operation of the Café; they should support the Chef Manager in fostering an inclusive team culture that works effectively with other teams to support Summerset's goals and the residents' experience. Observed performance issues should be raised with the Chef Manager to manage.
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> Exceptional customer service and interpersonal skills Excellent communication and organisational skills as well as the ability to multi-task Demonstrated ability to work autonomously as well as part of a team Demonstrated high level of self-motivation and initiative to set and achieve goals Ability to demonstrate experience at food preparation and hygiene standards Experience in operating a café is desirable (but not essential) Barista qualification preferred Experience with cash handling and basic financials Safe Food Handling Certificate (training can be provided) Strong understanding of food safety High level of personal hygiene Responsible Service of Alcohol (Victoria)
Relationships	<ul style="list-style-type: none"> Village Operations Manager Chef Manager

	<ul style="list-style-type: none"> • Kitchen and Café staff • Residence Experience Lead and Lifestyle team • Village Leadership team • Other village staff • Village residents and visitors • Food suppliers
Dimensions	<ul style="list-style-type: none"> • Nil direct reports • Nil opex / capex budget
Other	<ul style="list-style-type: none"> • This job includes all the main duties and responsibilities of the role; however, you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role

Values		
 <p>STRONG ENOUGH TO CARE</p> <p>We treat our residents like family. We do what's right. We respect people as individuals.</p>	 <p>ONE TEAM</p> <p>We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.</p>	 <p>STRIVE TO BE THE BEST</p> <p>We work hard. We like to win. We're always learning and improving.</p>