



Moon Rabbit Social Enterprise Café - All-Rounder Position

Position	Café 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 3.10 \$30.49 per hour (base rate + casual loading)
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		
Supervises	Not Applicable		
External Liaison	Customers of Moon Rabbit, Moon Rabbit Suppliers/Wholesalers		

Organisation Overview

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 aims to provide an outstanding experience for customers, staff, and volunteers while delivering on its values of sustainability and supporting the local community. Our award-winning café operates on a zero-waste model. We support young neurodiverse people through our Tiered Transitional Training (TTT) Program to develop their technical, life and employability skills in a supportive practical working environment.

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218 High Street, Preston, VIC 3072, Australia

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www.bridgedarebin.org.au

ABN 66 801 857 062

Key Responsibilities:

Reporting to the Moon Rabbit Manager, the Café 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 and Supervisors in maintaining a positive, supportive and vibrant environment.

Café All-rounders will also support the Tiered Training & Transition program students during their ongoing placement in the café. Essential to this role is possessing 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 espresso 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. Drive and operate the Moon Rabbit 'On the Hop' mobile café
- 6.2. Provide training, support, and guidance to Moon Rabbit staff, volunteers and TTT students.
- 6.3. The incumbent can expect duties not explicitly mentioned in this document but within the capacity, qualifications, and experience generally expected from persons occupying this classification.

Key Selection Criteria

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 and commitment to working in a community organisation or appropriate environment can relate to a wide range of people.
3. Maintaining confidentiality and using diplomacy concerning all work activities.
4. Excellent written and verbal communication skills demonstrating 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
6. Demonstrated proficiency in the broad range of Microsoft Office products, particularly Word and Excel and confidence with email, Internet and SharePoint.

Essential Skills and Experience:

- Extensive experience in fast-paced front of house café operations, including taking orders, preparing espresso coffee and hot and cold menu items.
- Highly developed barista skills.
- High-level customer service skills.
- Demonstrated ability to multi-task, prioritise, and manage competing tasks.
- Demonstrated ability to follow company policies and procedures,
- Demonstrated ability to pro-actively seek out and complete tasks any time you are not actively serving customers
- Ability to work at a fast pace in a high-energy environment.
- Ability to multi-task, prioritise, and manage competing tasks.

Highly Desirable:

- A passion, curiosity and enthusiasm for great food and coffee.
- Knowledge and experience of Not-for-Profit community organisations and social enterprises.
- A passion and understanding for working with and helping people with additional learning needs to achieve their goals
- A working knowledge of Health and Safety responsibilities in a café environment.
- 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.

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