

POSITION DESCRIPTION

Role Holy Grounds – Barista

Role Purpose The barista is a key team member responsible for delivery of excellent beverage services to our customers. This role requires a knowledge of drink types (or, willingness to learn), a love of coffee, and a commitment to providing a welcoming atmosphere and exceptional customer experience.

Team Leader Team Leader – Holy Grounds

Benefits of the Role An opportunity to work with a diverse team of volunteers to create a safe and inclusive space for our community to connect. Opportunities for intergenerational volunteering experiences which may lead to mentoring opportunities for our vulnerable team members. And of course, the opportunity for you as an individual to connect with your community.

Key Tasks

- Greet customers as they enter.
- Provide outstanding customer service aligning with our purpose and values.
- Maintain personal presentation to a high and hygienic standard.
- Take orders where necessary, paying attention to details such as drink type, milk type, syrups and sugar requests.
- Receive and process card only payments using Square system (training provided).
- Prepare and serve hot and cold beverages, following recipes and guidance.
- Serve prepared food items such as croissants, muffins, cookies and pastries adhering to safe food handling practices (online training available).
- Ensure and maintain hub cleanliness – coffee machine, counter areas, sinks, tables and floors.
- Clean and turn off coffee machine at end of shift as per training.
- Monitor stock levels – i.e. milks, disposable cups and lids, serviettes, serving bags, coffee, sugar, syrups etc. Report necessary stock requirements to Team Leader or supervising volunteer.
- Take receipt of deliveries, unpack and account for same.
- Maintain and use equipment according to specifications and provided training.
- Support the smooth daily operation of the Hub and its programs adhering to policies and procedures.
- Assist with opening and closing duties when rostered. This will include putting out and packing away of outdoor furniture storing in a neat and tidy way.
- Comply with WHS and food safety requirements at all times (training available).
- Work together with colleagues in a respectful and courteous manner.
- Ensure a physically and emotionally safe environment for all so we can learn, and serve our community in a warm and inclusive environment.
- Welcome customer feedback. Communicate feedback to Team Leader.
- Inspire people to become active agents of change in their community.

POSITION DESCRIPTION

Personal qualities and requirements

- Ability to work as part of a team.
- Punctual and reliable.
- Customer focused.
- A love of coffee or tea!

Support and training

- Barista training – informal onsite but compulsory.
- Food safety training – online self-paced.
- Support from Holy grounds Team Leader as well as Cathedral staff and clergy.
- Each other (!).

Availability

- Monday – Friday with potential for additional hours for special events.

Shift A: Open - 7.45am – 11am.

Shift B: Close -10.45am – 2.15pm.

Safe Ministry

- Compliance with Diocesan Safe Ministry protocols and requirements including but not limited to; National Police clearance and prescribed training (see schedule).