



POSITION DESCRIPTION

ST KILDA FOOTBALL CLUB

Role	Operations Supervisor (Functions/Café)
Reporting to	Venue Manager
Location	RSEA Park, Moorabbin
Department	Operations
Employment type	Full time – 12 month contract

POSITION OVERVIEW:

This role is responsible for overseeing and running café operations as head barista and assisting with event operations at RSEA Park Moorabbin.

The purpose of the role will be to initially set up the café and function room operations processes, which was previously externally operated, and relaunch under the St Kilda FC brand (brand name TBC). To do this you will assist the Venue Manager in hiring and training staff, operating the café in conjunction with the running of events.

DIRECT REPORTS:

- Front of house staff (Barista's/ Waitstaff)
- Holmesglen TAFE – Student workforce

STAKEHOLDER RELATIONSHIPS:

Key Internal Stakeholders:

- Venue Manager
- Head Chef
- Facilities Manager
- Players/Staff

Key External Stakeholders:

- South Wing tenants (SMJFC/ SFL/ AFL South East/ Sandringham Dragons)



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KEY ACCOUNTABILITIES:

- To lead as head barista including opening and closing procedures.
- Front of house presentation, including café and function area.
- Through effective leadership, you will drive the team through encouragement, making the café and function environment positive and uplifting for both your team and customers.
- Assist Venue Manager with the development and maintenance of venue policies and procedures of venue, noticing improvement opportunities.
- Overseeing and supervising day to day operations and assist with rostering within budget.
- Maintaining staff levels by recruiting, developing and supporting the team.
- Ensuring all staff are trained in accordance with STFC specifications.
- Management of furniture inventory
- Follow all cash management policies and procedures to ensure accountability of all monies.
- Available to work a flexible roster, including evenings and weekends as required.

EXPERIENCE AND QUALIFICATIONS:

- Proven track record within the Hospitality industry, specifically café and operations management, plus 2 years relevant experience.
- Proven experience in managing and leading a team including problem solving and conflict resolution.
- Current Responsible Service of Alcohol (RSA) Certificate.
- Current Food Safety Certificate.

SKILLS, KNOWLEDGE AND SPECIALIST EXPERTISE:

- Well-developed understanding of operational management within Hospitality industry.
- Experience in management of hospitality staff.
- Experience with recruiting and training of waiters and baristas.
- Excellent food and beverage knowledge and hospitality trends.
- Proven ability to engage with people at all organisational levels, external customers and clients.
- Proven ability to optimize cafe and function efficiencies and standards.
- Driven to meet sales targets and implement cost effective solutions.
- Sound understanding of workplace health and safety policies and food safety regulations.
- Demonstrated experience in handling competing tasks and priorities.



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BEHAVIOURAL COMPETENCIES:

Collaboration

- Ability to work effectively with others - within the immediate team and across the business.

Business Acumen

- Understands the Club's strategic direction and key business drivers.

Customer Centric

- Provides exceptional customer service to the business.

Results Orientated

- Delivers quality outcomes in a timely manner.

Resilient

- Persists in the face of obstacles and challenges and learns from experiences.

SAINTS VALUES:

Performance

We value *Performance* at St Kilda because we know that winning premierships requires the relentless pursuit of excellence – on and off the field.

What it is:

- Continually challenging ourselves and each other and embracing accountability.
- Maintaining our focus and persisting in the face of setbacks.
- Being sharp and agile in our thinking and decision making.
- Collaborating and utilising our collective strengths to achieve our goals.
- Seeking out feedback and acting upon it.

Belonging

We value *Belonging* at St Kilda because we believe in the power of genuine connection and unity to ignite extraordinary outcomes.

What it is:

- Welcoming everyone and treating all people equally and with respect.
- Valuing our diverse strengths, perspectives and passions and the contribution of all.
- Bringing our true and authentic selves to the work we do.
- Caring and supporting each other to achieve our goals.
- Celebrating our successes together.



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Creativity

We value *Creativity* at St Kilda because we need to be adventurous, courageous and innovative to succeed in the hypercompetitive environment of the AFL.

What it is:

- Having a growth mindset and seeking out new ideas to find a better way.
- Challenging the status quo and asking the tough questions.
- Responding constructively to others' ideas.
- Taking 'smart' risks even when the outcome is uncertain.
- Identifying key learnings from mistakes and sharing these with others.