



RE: CAFÉ MANAGER

Thank you for your interest in the above position. A copy of the job description and the Otago Museum Supporting Information for Employment form are attached.

The Museum Café is a key part of the North Dunedin landscape providing exceptional service and outstanding food and beverages. Operating cabinet service, menu service and catering for events at the Museum, we pride ourselves on our attention to detail and the highest standards of taste, presentation and customer experiences.

We are looking for someone special to lead and develop Café operations. The ideal candidate will have relevant qualifications and three years of hospitality and supervisory experience.

You will be adept at managing budgets, rosters and people, and at creating delicious, appealing food. You will have proven ability to manage effective and efficient team operations, making sure the Museum Café is excellent today and even better tomorrow.

The appointment salary for this position is \$50,000 to \$60,000 per annum.
Please note that the closing date for applications is **5pm, Friday 25 November 2016**.

If you are interested in this position, please apply via our website www.otagomuseum.nz/jobs. If you are submitting a physical application, please include a cover letter, a Curriculum Vitae and a completed Supporting Information for Employment form.

If you would like more information please contact Teresa Fogarty on (03) 479 3269.

Teresa Fogarty
HR and Customer Services Manager

Job Description

TITLE: Café Manager

REPORTS TO: Commercial Director

SCOPE: Leadership and development, marketing and operation of the Museum Café.
Responsibility for front of house and back of house services in the Museum Café, ensuring positive customer experiences and maximising financial returns.
Ensuring top quality standards in food hygiene, presentation and service.

PRIMARY PURPOSE:

- Management of the Museum Café front of house, back of house and catering operations
- Maximise revenue and return to the Museum from the Café
- Coordinate, motivate and inspire Café staff to perform to the highest standards and achieve quality outcomes in line with Museum policy and practice
- Develop, implement and continuously improve systems, functions and processes for efficient, positive and successful day to day operations
- Ensure all Café offerings are high quality and appealing to customers, meeting or exceeding food safety and other regulations

KEY RESULT AREAS:

Café operation

- Train and manage a team of individuals committed to high quality food service and customer service
- Develop positive relationships with existing and new Café patrons
- Manage front of house, back of house and catering aspects of the Café to maximise revenue and maintain appropriate staffing levels
- Ensure the Café is clean and well-presented at all times
- Ensure adherence to New Zealand food safety bylaws, regulations and acts and the Museum's food control plan
- Monitor sanitation practices to ensure employees follow standards and regulations
- Oversee the development of food products, menus and services
- Ensure a detailed stock-take is carried out on a monthly basis
- Develop effective relationships with suppliers and negotiate favourable terms of purchase
- Recommend improvements to Café facilities and operations
- Work closely with other Museum staff to develop packages which are attractive to Café patrons and corporate customers
- Develop additional products to increase Museum Café revenue
- Keep abreast of Museum exhibitions, products and services

Kitchen operation

- Oversee a smooth kitchen operation which enables all customers to be served the right food that is of high quality and in good time
- Oversee the preparation, cooking and baking of foods for Café and catering needs
- Manage improvements to and implementation of the Café's food control plan, ensuring the Café receives the highest possible grading
- Ensure the presentation of food is highly appealing, food cabinets and counter displays are stocked appropriately and that recipes are documented and executed consistently
- Ensure accurate food costings are conducted and recorded
- Monitor food ingredients so wastage is minimised and favourable margins are achieved
- Ensure the kitchen cleaning and maintenance checklists are completed daily
- Ensure a detailed stock-take of kitchen foodstuffs is completed on a monthly basis (or as required)
- Ensure all necessary equipment for the back of house kitchen operation is in adequate operational order so as to carry out kitchen operation tasks as needed
- Work closely with other Museum staff to enable the smooth, safe and professional functioning of the Museum Café kitchen
- Supervise the introduction of new products to keep the Café fresh and appealing
- Carry out quality control of food offerings and implement remedial actions as required

Catering operation

- Liaise with Venues and Executive staff to create appropriate and appealing catering options
- Manage the catering ordering and invoicing systems
- Ensure that catering operations are carried out without negative effect on Café patrons or on the quality of catering

Financial, Budgeting and Resources

- Assist the Accountant with development of budgets for the Café
- Analyse and monitor sales margins and recommend operational adjustments
- Record and monitor stock levels ensuring minimum wastage
- Actively assist with the monthly creditor payment process
- Monitor actual sales and profit figures to budgets and make recommendations for adjustments to products and services as required
- Carefully and accurately track and monitor revenue and expenditure, produce reconciliations and follow Museum financial practice and guidelines
- Develop, prepare comparative costings, and proactively recommend expenditure for approval using appropriate Museum processes, ordering, sign-off and monitoring systems
- Confidently and appropriately manage financial and human (paid and unpaid) resources allocated
- Use Museum resources and assets wisely and with care
- Supervise external contractors when required

Supervision

- Set staff goals and objectives, identifying development needs, motivating staff and reviewing their performance in accordance with Museum policy
- Arrange all duties, tasks and rosters for staff ensuring fair distribution of the workload
- Supervise and administer record keeping such as timesheets and leave applications, making recommendations where appropriate
- Encourage, provide advice and guidance to staff and lead by example.

Time Management and Divisional Administration

- Take responsibility for assets, resources and facilities relating to the Café ensuring maintenance and replacement as required
- Check the Museum policies, strategies and operational guidelines weekly to keep abreast of these requirements while working at the Museum
- Carry out work and reporting as required by the Commercial Director

Health and Safety

- Adhere to current Health and Safety Policy and best practices at all times
- Undertake all necessary hazard management initiatives
- Ensure all visitors are cognisant of health and safety requirements and procedures
- Implement any system for which responsibility has been assigned, liaising with the Facilities Manager

General

- Have a good knowledge of all Museum exhibitions, programmes and activities and promote the Museum and its facilities at every opportunity
- Be proactive in keeping abreast of developments in the Café area and recommend improvements which will add value to the Otago Museum
- Ensure adherence to Museum security policies and procedures
- Provide professional assistance to other Museum staff as required
- Assist the Commercial Director with relevant planning and policy development

Any other duties as may be required by the Director.

**OTAGO MUSEUM
SUPPORTING INFORMATION FOR EMPLOYMENT FORM**

Please complete this form and attach your Curriculum Vitae and covering letter.
The information you provide on this form will be used strictly in confidence.
If your application is successful, the Otago Museum will hold the information you supply on file.

POSITION APPLIED FOR

PERSONAL INFORMATION

SURNAME	
GIVEN NAME	
PREFERRED NAME	
IWI AFFILIATION (if any)	

ADDRESS

EMAIL ADDRESS (Please ensure this is entered clearly)			
STREET ADDRESS OR P.O. BOX			
SUBURB			
CITY			
POSTCODE		COUNTRY	

CONTACT DETAILS IN CASE YOU ARE SELECTED FOR INTERVIEW

	AREA CODE	NUMBER	Indicate the number where a message can be left
PHONE NUMBER			
OTHER NUMBER			

PLEASE NOTE

It is Museum practice to acknowledge applications **by email** within one week of the closing date.
Further written correspondence will also take place via email.

GENERAL INFORMATION

Are you legally entitled to work in New Zealand i.e. as a citizen, permanent resident or holder of a current work permit?

YES NO **PLEASE CIRCLE**

If you are a holder of a current work permit, please state below the type of work permit you have and the expiry date, along with your passport number and nationality.

WORK PERMIT AND EXPIRY DATE	PASSPORT NUMBER	NATIONALITY

Do you suffer from any injury, medical condition or other condition/s which may affect your ability to perform the duties of the position or may affect regular attendance?

YES NO **PLEASE CIRCLE**

If **YES**, please detail

Other than under the provisions of the Criminal Records (Clean Slate) Act 2004, have you been convicted of a criminal offence? (Please check your rights on disclosure under the Criminal Records (Clean Slate) Act 2004 before answering this question).

YES NO **PLEASE CIRCLE**

If **YES**, please detail

Are you awaiting the hearing of charges in a civil or criminal Court of Law?

YES NO **PLEASE CIRCLE**

If **YES**, please detail

Please disclose any other pertinent information that may have an effect on your employment at the Otago Museum or anything else you haven't told us that may affect your ability to perform the role.

Do you have a current driving licence? YES NO **PLEASE CIRCLE**

Please specify your licence type LEARNERS RESTRICTED AUTOMATIC ONLY FULL **PLEASE CIRCLE**

If your application is successful, when could you commence employment?

REFEREE ONE (WORK RELATED – SOMEONE YOU REPORTED TO)

NAME	
POSITION	
COMPANY/ORGANISATION	
RELATIONSHIP TO YOU	
WORK PHONE	
HOME PHONE	
CELL PHONE	
EMAIL	

REFEREE TWO (WORK RELATED)

NAME	
POSITION	
COMPANY/ORGANISATION	
RELATIONSHIP TO YOU	
WORK PHONE	
HOME PHONE	
CELL PHONE	
EMAIL	

REFEREE THREE

NAME	
POSITION	
COMPANY/ORGANISATION	
RELATIONSHIP TO YOU	
WORK PHONE	
HOME PHONE	
CELL PHONE	
EMAIL	

Do you agree to enquiries being made as to the accuracy of information in this application form and in your Curriculum Vitae and/or security checks on any criminal conviction(s)?

YES NO **PLEASE CIRCLE**

<input type="checkbox"/>	I consent to the Otago Museum seeking verbal/written information on a confidential basis about me from my referees for the purpose of ascertaining my suitability for this position. PLEASE TICK THE BOX TO INDICATE YOUR CONSENT.
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WHERE DID YOU FIRST LEARN OF THIS VACANCY?

Please complete (tick relevant box) to tell us how you learnt of this vacancy:

- Otago Museum website Word of mouth Student Job Search
- Otago Museum staff member Recruitment website Other
- Newspaper advertisement (please specify)

DECLARATION

I _____ declare to the best of my knowledge the answers to the questions in this application are correct.

I understand that if any false information is given, or material fact suppressed, I may not be accepted, or if I am employed, I may be dismissed.

SIGNATURE

DATE

IMPORTANT INFORMATION ON RECRUITMENT AND SELECTION PROCESS FOR APPLICANTS

- Short-listing is based on the written applications received from applicants. Written applications must include an Otago Museum Supporting Information for Employment Form. The selection panel will shortlist applicants whose written applications indicate they best meet the key result areas in the Job Description and the Person Specification of the vacancy.
- If you are selected for an interview you will be contacted by telephone and an interview date and time will be arranged.
- If you are not short-listed for an interview you will be advised by email within three weeks of the vacancy closing date. Ensure your application contains a correct, legible email address.
- Candidates selected for interview may also be required to undertake some competency-based assessment(s). This may include presentations, written exercises, role-plays or psychometric testing. You will be advised of all details when contacted.
- All interviewed applicants will be advised of the interview outcome by telephone or email.
- Reference checks may be conducted at any stage of the selection process. Please ensure correct details are provided and consent indicated.
- No verbal discussion of vacant positions will constitute an offer of employment; any offer of employment will be delivered in a draft employment agreement.
- Successful applicants will be asked to provide two forms of identification, a passport or birth certificate, plus a driver's licence, student ID or 18+ card.
- Clear background checks such as police checks or vetting are a requirement for some positions.
- If it is found that you have given incorrect or misleading information or have omitted any relevant information on this application form, you may be disqualified from appointment, or if appointed, you may be liable to be dismissed.

PRIVACY OF INFORMATION STATEMENT (PRIVACY ACT 1993)

Any information that you provide in this application form is solely for the purpose of assessing your suitability for the vacancy you have applied for. It will not be used for any other purpose nor supplied to any other party.