

POSITION DESCRIPTION

Role Holy Grounds – Front of House team

Role Purpose As a dynamic member of our team, Holy Grounds Front of House will act as an ambassador for Holy Grounds and our mission to provide a safe and welcoming space for people to connect. The role involves undertaking front of house duties efficiently to exceed customer expectations while providing a friendly face and smile thereby living one of our core values: inclusion.

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 communities to connect. Opportunity for intergenerational volunteering experiences which may lead to mentoring opportunities for some of our more vulnerable team members. Opportunities to learn new skills or refresh old ones. As an individual, the opportunity to connect with your community and inspire people to become active agents of change in their community.

Key Tasks

- Greet customers as they enter and provide them with any information they might need.
- Provide outstanding customer service, aligning with our mission and values.
- Maintain personal presentation to a high and hygienic standard.
- Take orders paying attention to detail such as coffee type, milk type, syrups or sugar requests.
- Receive and process card only payments using Square (training provided).
- Serve prepared food items such as croissants, muffins, cookies and pastries efficiently, adhering to safe food handling practices (online training available).
- Ensure and maintain hub cleanliness – counter area, sinks, tables, and floors. Tables to be wiped regularly with kitchen grade sanitiser.
- Maintain cleaning schedules and registers, as required.
- Monitor stock levels – i.e. milk, disposable cups and lids, serviettes, serving bags, coffee, sugar, syrups etc. Report necessary stock requirements to Coordinator or supervising volunteer.
- Maintain and use equipment according to specifications.
- Take receipt of deliveries, unpack and account for same.
- Assist with opening and closing duties when rostered. This will include putting out and packing away outdoor furniture storing in a neat and tidy way.
- Support the smooth daily operation of the hub and its programs, adhering to policies and procedures.
- 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 that we can learn and serve our community in a warm and inclusive environment.
- Welcome and pass on customer feedback to the Team Leader.

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Personal qualities and requirements

- Ability to work as part of a team.
- Punctual.
- Reliable.
- Willingness to open your heart and mind to welcome others.

Support and training

- Food safety training - online
- Support from the Team Leader as well as Cathedral staff and clergy
- Each other(!)

Holy Grounds Opening Hours

- 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.