



**HUNTER
SPORTS
CENTRE**

Café Supervisor

Position is a full time 38-hour week.

About the Role:

Hunter Sports Centre (HSC) is seeking a dedicated and experienced Cafe Supervisor to join our team. Our cafe services cater to a diverse community, including events, carnivals, birthday parties, and corporate functions. As a vital member of our team, you will play a crucial role in overseeing our cafe services catering to our vibrant sport and recreation community.

With the redevelopment of HSC, including the addition of a new health and wellness cafe, this is an exciting opportunity to lead and develop our cafe services to new heights and contribute to creating unforgettable food and beverage experiences for our customers .

Hours will vary over operational requirements with weekend work required.
Competitive wages \$29.85 - \$31.02 per hour

If you're passionate about health and wellbeing, customer interaction, and delivering exceptional food and beverage experiences, we want to hear from you.

Purpose of the Role:

The Cafe Supervisor is responsible for delivering high-quality food and beverage services in a hands-on capacity, ensuring excellent customer service and operational efficiency. This role requires accurate rostering, staff supervision, stock ordering, and compliance with food safety regulations.

Responsibilities:

- Develop strategies, menus, and services for “HSC Eats” Health and Wellbeing Cafe.
- Oversee day-to-day operations, ensuring exceptional service delivery and customer satisfaction.
- Handle customer queries, feedback, and complaints professionally and promptly.
- Maintain a hygienic and presentable workplace, including overseeing weekly cleaning schedules.
- Collaborate with the Business Operations Manager and other cafe staff to maximize sales opportunities while controlling costs.
- Lead, mentor, and train the Food & Beverage Operations team.
- Supervise and delegate duties, ensuring brand standards are maintained.
- Liaise with the kitchen to uphold the highest standards of food quality and visual appeal.

- Provide input on greater Food and Beverage strategies, particularly regarding corporate events and functions.
- Implement efficient staffing strategies to achieve financial and service quality targets.
- Ensure team members are briefed on specials and standard menu items.
- Develop Food Safety program, policies and procedures.

Skills and Experience:

- Food Safety Supervisor
- Valid RSA/RCG competency card.
- Previous supervisory experience in hospitality, particularly within a cafe environment.
- Barista experience is essential due to the high volume of coffee orders.
- Strong leadership skills with the ability to inspire and motivate a team.
- Excellent communication and customer service skills.
- Proactive attitude with a focus on continuous improvement.
- Ability to work in a fast-paced environment while maintaining high standards.

What We Are Looking For:

We seek a highly-capable Cafe Supervisor who is motivated, proactive, and customer-focused. The ideal candidate will have previous hands-on hospitality experience, strong attention to detail, and the ability to build positive rapport with both customers and team members. This role demands accountability for the overall operation of the "HSC Eats" and aligns with our vision and values of providing exceptional service and experiences.

If you're ready to take on this exciting opportunity, contribute to the growth and success of HSC Eats, be part of a team dedicated to promoting health, wellness, and community engagement through exceptional food and beverage services, please submit your resume and cover letter to:

Business Operations Manager
Michelle Preston-Poole
mprestonpoole@hsc.org.au