

Role Description

Café Supervisor

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| Cluster | Department of Planning & Environment |
| Agency | Office of Environment and Heritage |
| Division/Branch/Unit | Taronga Conservation Society Australia |
| Location | Taronga Western Plains Zoo |
| Classification/Grade/Band | Taronga Conservation Society Australia Retail & Restaurant Award |
| Kind of Employment | Ongoing, Temporary, Casual |
| ANZSCO Code | 431511 |
| PCAT Code | xxx |
| Date of Approval | July 2019 |
| Agency Website | www.taronga.org.au |

Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

Primary purpose of the role

Responsible for the day to day operations of the front of house restaurants and catering functions for Taronga Western Plains Zoo cafes, providing and maintaining high quality customer service standards.

Key accountabilities

- Deliver the day to day operational customer service components of TWPZ's commercial operations.
- Assist in coordination, training and supervision of staff.
- Undertake general waiting duties for both food and beverages
- Provide excellent customer service to visitors at all times and lead by example
- Comply with Taronga's Customer Service Charter and suggest initiatives for further improvement to ensure industry leading standards are maintained.
- Comply with and suggest sustainability practices in the workplace to help achieve Taronga's sustainability targets and reduce environmental impact.
- Comply with and report any Work, Health and Safety incidents in line with Taronga's Work, Health and Safety Charter.

Key challenges

- Managing complex stakeholder relations, expectations and competing priorities and managing visitor expectations
- Identifying, recording and communicating issues impacting upon visitors
- Ensuring the provision of optimal customer service and quality

Key relationships

| Internal | |
|---|--|
| Manager/Supervisor | To receive direction, instruction and performance feedback; to provide support and information; and to ensure ongoing communications and a professional working relationship |
| Team and other Taronga colleagues | To work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture |
| External | |
| Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities) | To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner |

Role dimensions

Decision making

- This role mainly works autonomously in accordance with guidelines provided by the Operations Manager, and established Taronga policy and procedures. Discretion is used to manage and prioritise workloads.
- This position is empowered to make decisions in relation to the role's major accountabilities on a daily basis.
- More complex issues/decisions are escalated to Operations Manager in the first instance.
- The position is largely one of identifying and reporting issues and making timely and effective recommendations.
- This role is expected to follow management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
- Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
- Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

Reporting line

This position reports to the Operations Manager.

Direct reports

Wait Staff

Budget/Expenditure

The position has no delegated financial sign off authority

Essential requirements





- Hold a current NSW Drivers License or ability to have existing license formally recognised, including manual.
- Responsible Service of Alcohol (RSA) certification or the potential to obtain certification
- Hold and maintain a current paid NSW Working with Children Check at your own expense
- Current Senior First aid (or willingness to obtain) and ability to maintain this qualification at your own expense
- Obtain and maintain a current paid NSW Working with Children Check at own expense.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|--|--|---------------------|
| Capability Group | Capability Name | Level |
|  Personal Attributes | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Intermediate |
| | Manage Self | Foundational |
| | Value Diversity | Foundational |
|  Relationships | Communicate Effectively | Foundational |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
|  Results | Deliver Results | Foundational |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Foundational |
|  Business Enablers | Finance | Foundational |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate **immediate** competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|--|--------------|--|
| Group and Capability | Level | Behavioural Indicators |
| Personal Attributes Act with Integrity | Intermediate | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|--------------|--|
| | | <ul style="list-style-type: none"> • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest |
| Relationships Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers |
| Relationships Work Collaboratively | Foundational | <ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks |
| Results Think and Solve Problems | Intermediate | <ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit |
| Business Enablers Procurement and Contract Management | Foundational | <ul style="list-style-type: none"> • Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management |