

# TeTuhi

## Position Description

Title:	Café Manager
Responsible to:	Executive Director
Responsible for:	Café staff and trainees
Hours:	35-40 hours per week negotiable, between Monday and Saturday
Contract:	Initial fixed-term 12-month contract
Location:	Te Tuhi, 13 Reeves Road, Pakuranga, Tāmaki Makaurau Auckland
Salary Range:	\$26 per hour

### To apply

Please email a CV and cover letter to [recruitment@tetuhi.art](mailto:recruitment@tetuhi.art) by 5pm, Monday 28 June 2021. Please state how your skills and experience meet the requirements of the role and how this role fits in with your current commitments and future plans.

If you would like to discuss the role prior to making an application, please contact Hiraani Himona at [hiraani@tetuhi.art](mailto:hiraani@tetuhi.art).

### Te Tuhi Café

Te Tuhi's café is Aotearoa's first training café for people with intellectual disabilities, run by Te Tuhi in partnership with Rescare Homes Trust and The University of Auckland.

The café project is a non-profit enterprise.

The café provides in-house training and supported employment for people with intellectual disabilities through a community-based programme. It serves barista-made coffee and a range of homemade cabinet food and made-to-order menu items. Vegetarian, vegan and gluten-free options are available.

The café is located within the gallery foyer and as such is part of a shared space used by the gallery, class students, independent groups and public visitors. With street frontage on busy Reeves Road, the café is ideally placed to become both a drawcard destination and a key venue for locals.

The café is open from Monday to Saturday, 9am to 2pm. Opportunities exist for extended hours – an early-morning breakfast offer or for evening classes, parties and events.

The café team includes the Café Manager, Barista and/or Cook, up to three trainees per day and a support worker for the trainees every day. The Café Manager's role includes barista and/or cook services.

### The role

This is an exciting opportunity to play a vital role in a café project which is generating interest across the country, within one of Aotearoa's best contemporary art galleries.

The Café Manager is a practical, hands-on role, with most of their working hours spent managing the overall running of the cafe and service area, providing barista and/or cooking services, overseeing the daily menu and supporting and working with the trainees and support workers. Administration time is built-in for planning and ordering.

You will have a sound knowledge of:

- Operational management
- Staff training
- Ordering and stock management
- Quality control
- Food and wage costing
- Hygiene, health and safety procedures
- Promotion and marketing

In addition, you will have a mind towards continuous improvement and a drive to grow the business.

Hospitality management experience is essential and a qualification in Hospitality or Business is highly desirable. The successful candidate will have excellent barista skills and/or cooking skills and kitchen experience.

The role takes full responsibility for the day-to-day management of Te Tuhi's café, barista and/or cooking services, ensuring that all financial, legal, and health and safety obligations are met, operational standards adhered to, and that the ethos and culture of Te Tuhi is maintained throughout the service.

The role will also develop the café menu, with a core purpose of improving profitability and securing the long-term sustainability of the café.

This role is offered on a 12-month fixed-term contract for between 35 and 40 hours per week depending on the candidate. The role will be reviewed following the initial fixed term, based on the profitability of the café and other funding sources.

Supporting the trainees and support workers to develop and use hospitality skills is a substantial part of the role. A background or interest in support work is desirable, however experience in working with people with intellectual disabilities is not a prerequisite as full training will be provided by The University of Auckland and Rescare Homes Trust.

### About Te Tuhi

Opened in 1974, Te Tuhi is one of Aotearoa New Zealand's foremost contemporary art spaces and a leader in supporting experimental practice. Te Tuhi is committed to contemporary art that is locally engaged, regionally responsive and internationally ambitious.

Te Tuhi is an independent charitable trust, receiving approximately 45% of its funding from Auckland Council and proactively raising the remainder from grants, donations and commercial activities.

Te Tuhi has a vibrant and diverse community, with annual visitation of more than 170,000 at its building in Pakuranga.

In addition to the exhibition programme, Te Tuhi runs a range of art and design classes throughout the week during term time, providing a core café patronage from almost 300 weekly students. Te Tuhi hosts independent groups throughout the week including music and dance groups, cultural and social groups and a variety of tuition and classes, attracting audiences of all ages. Te Tuhi has a thriving venue hire business, accommodating private parties and functions.

### About Rescare Homes Trust

Rescare Homes Trust believes in providing great lives for people with intellectual disabilities. They currently support approximately 130 adults with intellectual disabilities in residential or vocational services. Rescare supports a number of people with intellectual disabilities who are ready for employment, but face barriers to finding appropriate employment. They require an environment in which they are supported to build work skills and achieve their potential. The first trainees on the programme are all current service users from Rescare. Rescare provides the support system for the café trainees, including the employment of additional support workers to support the initial skill acquisition and ongoing competency of the trainees.

### About The University of Auckland, School of Psychology

The University of Auckland has developed the training programme and manual with input from Rescare Homes Trust and Te Tuhi, and provides additional training and support as needed for trainers and trainees. The training programme is overseen by a University training and development specialist. Each participant has a personal training plan designed by The University of Auckland with tailored goals and targets which are used to track their progress and development. The success and benefits of the entire programme to the trainees, organisations and wider community will be continuously evaluated by the University. Along with monitoring the specific effectiveness of the training programme, the University aims to monitor the impact of the process on the emotional and mental wellbeing of the trainees, the impact of the project on perceptions of disability in the community and the benefits obtained from the organisations that are involved in the project.

## Duties and responsibilities

### General Café Management

- Oversee café operations and implementation of established rules, procedures and protocols
- Ensure compliance with licensing, food safety standards and Health & Safety regulations as per council legislation
- Work with Centre Administrator to monitor and manage all maintenance issues
- Ensure adherence to effective security procedures, including opening and closing procedures
- Plan menus in collaboration with the Executive Director and Centre Administrator, including setting mark-up prices
- Participate in regular staff meetings and training as and when required

### Sales and Marketing

- Agree and manage budgets, set targets and assess and improve profitability
- Be accountable for turnover and monitor against budgeted targets for sales and costs
- Ensure accurate cashing up procedures carried out at end of day
- Monitor sales on an ongoing basis, including reviewing suppliers and prices to ensure value for money
- Work with Marketing and Communications staff to maximise promotional and sales opportunities, with a view to develop and grow the business

### Kitchen Management

- Prepare and serve food and drink
- Carry out supplies ordering, ensure all deliveries are processed correctly and logged
- Maintain effective quality control procedures, including stock control, storage and rotation to minimise wastage
- Keep the kitchen and storage areas clear, well-organised and easy to use
- Maintain effective cleaning regimens, including ensuring proper cleaning procedures are carried out at end of day

### Staffing and Customer Service

- Ensure that all visitors are given responsive, friendly and courteous service, handle customer enquiries and complaints
- Manage and support the café team, ensuring they work to the expected standards at all times
- Train café staff in preparing the menu to the consistently high standard required
- Ensure that all members of staff are fully briefed about menus, offers and other information
- Set a high standard and good example for café staff with regard to punctuality, attendance and attitude and ensure these standards are maintained at all times
- Set a high standard and good example for café staff with regard to cleanliness and hygiene to be maintained at all times including a regular deep clean schedule

- Carry out any other duties within the scope, spirit and purpose of the post as reasonably requested

### Skills and Experience

The successful candidate will have:

- A passion for good food and coffee: barista and/or cooking experience is essential
- A minimum of 2 years' experience in a busy hospitality environment
- Track record in generating revenue and business development desirable
- Experience in managing budgets, stock and cost control including mark-ups
- Experience in leading and motivating a team, including a passion for working alongside people with intellectual disabilities
- Excellent organisational skills
- A passion for building relationships and engaging with the community
- An interest in contributing to marketing strategies
- A strong understanding of food hygiene standards, Health & Safety standards and licensing/employment law
- Competent IT, numeracy and literacy skills and knowledge and experience of finance and POS systems