



Tairangahia a tua whakarere; Tatakihia nga reanga o amuri ake nei
Honouring the Past; Inspiring the Future

POSITION DESCRIPTION

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| Job Title | Café Lead |
| Directorate/Team | Property Team/ Heritage Assets Team Northern /Southern Central, Operations |
| Report To | Property Lead |
| Role Purpose | The Visitor Host is responsible for contributing to a high quality visitor experience and care of the property. |
| Direct Reports | Nil. |
| Key Relationships | Internal – property lead, staff in the heritage assets team and wider regional team, volunteers. External – visitors, tourists, iwi /hapu, tour operators, education and other special interest groups, functions and event customers. |

Key Responsibilities

- Oversee daily operations in Café and lead team
- Prepare monthly rosters
- Maintain Barista Coffee standards amongst team
- Oversee Food Safety Plan and ensure compliance
- Organise food offerings: shopping/shopping lists/ordering/ordering lists/baking/baking lists
- Training of new staff and ongoing coaching
- Oversee effective stock control and wastage systems weekly
- Maintain cleaning regime including rubbish and compost management
- Merchandising display
- Provide images/ideas for marketing opportunities to VSC
- Work with PL on recruiting, planning, menu offering
- Liaise with Coffee Reps and contractors
- Ensure security SOP's are adhered to at all times

| | Deliverables/Outcomes |
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| Internal and External Relationship Management | Establish and maintain positive professional relationships internally and externally (particularly with stakeholders). |
| Bi-cultural Responsiveness | Ensure that the Treaty of Waitangi (Te Tiriti O Waitangi) and the vision for Maori Heritage (Tapuwae) are promoted. Have an awareness and sensitivity towards the cultural and spiritual values associated with Heritage New Zealand properties. |
| Health and Safety | Ensure all requirements of health and safety are exceeded. Report any accidents or workplace incidents to the Property Lead promptly. Identify and where possible eliminate, isolate or minimise hazards in the property in conjunction with the Property Lead. |

Person specification - Essential Competencies and Attributes

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| Customer Service Orientation | Displays a high level of commitment to meeting the needs and aspirations of Heritage New Zealand's visitors and stakeholders. Resolves issues in a solution focussed timely manner. |
| Adaptability | Receptive to new ideas, willing and able to adjust to changing demands and circumstances. Remains calm, objective and in control in stressful situations and maintains a stable performance under pressure. Identifies fresh approaches to work to increase efficiency and effectiveness. A self-starter; seizes opportunities and acts upon them. |
| Professionalism | Demonstrates honesty, integrity, commitment and loyalty in behaviour and work performance. Sets high standards of excellence and quality of performance. Is forward-thinking and committed to seeking positive heritage outcomes, pro-active approaches and innovative responses. Makes recommendations and decisions on appropriate information. |
| Communication | Achieves clear and effective two way communication with a wide range of people in all situations. |

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| | <p>Is respectful to the needs of the organisations customers and stakeholders.</p> <p>Communicates the position of Heritage New Zealand clearly and courteously.</p> <p>Possesses and projects an energetic and positive attitude.</p> |
| Team Relationships | <p>Fosters and exhibits a strong team spirit, as a leader and team member.</p> <p>Establishes and maintains constructive working relationships with managers, staff and volunteers.</p> |
| Organisational Behaviours and Values | <p>Demonstrates the organisational behaviours and values.</p> |

In everything we do, Heritage New Zealand Pouhere Taonga staff demonstrate the following behaviours:

- **Tairangahia – Honouring and Respectful**
- **Kotahitanga – Collaborative and Unified**
- **Tatakihia –Inspiring and Progressive**
- **Manaakitanga – Considerate, Demonstrates Integrity and Authoritative**

Desired Qualifications and Professional Experiences

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| Professional Experience and Credibility | <p>Experience in tourism, customer service or retail.</p> <p>Experience in using Point Of Sale systems.</p> <p>Understanding of and commitment to working in a bi-cultural environment.</p> <p>A current first aid certificate is desirable.</p> <p>Clear communication skills and the ability to present information to individuals and groups.</p> |
| A tertiary qualification | <p>Desirable in a relevant discipline, such as tourism, education, public programmes.</p> |

Specific duties for VH Café Lead

- Oversee daily operations in Café and lead team
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