

Position Description

Assistant Restaurant Manager



Position Title:	Assistant Social Enterprise Restaurant Manager
Business Unit:	Australian Training Plus
Location:	Riverside Restaurant – Inverell
Reports To:	Social Enterprise Restaurant Manager
Direct Reports:	None
Parameters:	Casual Restaurant Industry Award
Date Prepared:	January 2022
Approved By:	General Manager Training & Trauma Informed Practice, Operations

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

Support the successful operation of the Riverside Restaurant Social Enterprise, contributing to excellence in training and customer services. The Assistant Restaurant Manager is responsible in the daily running of the venue and supporting the Social Enterprise Restaurant Manager in coordinating tasks and providing direction and supervision to front of house staff (trainees) in the efficient operation of the Riverside Restaurant and acting as a Second in Charge (2IC).

Position Responsibilities and Duties:

1. Work alongside the Restaurant Manager to ensure excellence in food/beverage preparation, presentation and service, responding promptly and efficiently to all instruction and communication from Manager
2. Set up and clean down of service areas and equipment at commencement, end and throughout each shift delegating and supervising as required
3. Work efficiently and collaboratively, planning and organising workflow to the demands of the Restaurant
4. Lead service staff in job skills, assisting trainees as needed and communicating clearly and constantly

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5. Implement and monitor environmentally sustainable work practices, store perishable supplies in optimum conditions to minimise wastage and avoid food contamination
6. Undertake cash handling responsibilities, including the POS system and associated reporting requirements
7. Ensure compliance with all health and safety regulations
8. Positively promote the enterprise in the local community
9. Respond efficiently and accurately to issues, complaints and challenges utilising the resources of the organisation as required

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures.
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
5. Work efficiently and accurately in accordance with relevant policies and standards, to support all Joblink Plus staff and students in the delivery of high-quality training and education.
6. Work collaboratively with local team members of Joblink Plus to achieve education and employment outcomes for job seekers.

Organisational Environment

The position is within the Riverside Restaurant that is leased from Inverell Shire Council. While permanent staff are allocated to the enterprise, most of the staffing comes from students referred as job seekers. As a Social Enterprise, the Restaurant is driven by purpose and service to the community including local business.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	<ul style="list-style-type: none">• Developing excellent communication, interpersonal, and organisational skills• Ability to prioritise workload, meet deadlines and maintain accuracy in a high-volume work environment• Sound leadership, motivational and people skills• Excellent food and beverage knowledge
Experience	<ul style="list-style-type: none">• Work in Hospitality environments• Work with people from diverse backgrounds• Work both unsupervised and as part of a team
Qualifications	<ul style="list-style-type: none">• Current drivers licence• Satisfactory Australian Criminal History Check

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	<ul style="list-style-type: none">• Current and valid NSW Working with Children Check• SIT30616 Certificate III in Hospitality including current RSA• Training & Assessment qualifications or willingness to obtain
Personal Qualities & Behavioural Traits	<ul style="list-style-type: none">• Interest in learning new skills• Builds collaborative relationships with internal and external clients and stakeholders• Excellent communication skills; listens to others and conveys information clearly, accurately, logically and concisely• To be reliable and have a commitment to fulfil the position• Ability to establish and maintain appropriate personal and professional boundaries• Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure• Ability to carry out manual hands on duties including lifting

Desirable Competencies, Qualifications and Experience

Skills and Knowledge	<ul style="list-style-type: none">• Microsoft Office 365 (Outlook Calendar & Email)
Experience	<ul style="list-style-type: none">• Social enterprise• Training and assessment of groups and individuals
Qualifications	<ul style="list-style-type: none">• SIT40416 Certificate IV in Hospitality• TAE40116 Certificate IV in Training and Assessment
Personal Qualities & Behavioural Traits	<ul style="list-style-type: none">• Pursues innovation• Think creatively• Understand the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries

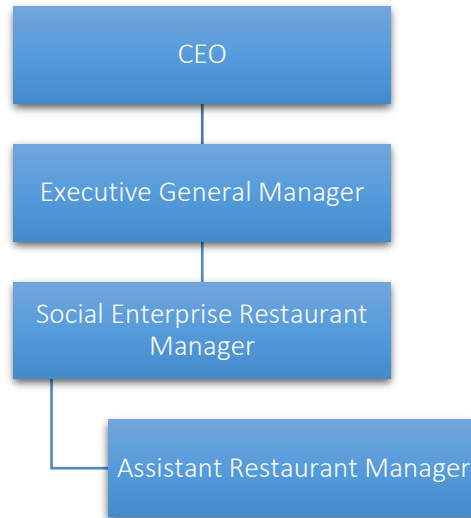
Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.
- The context and nature of the work requires the staff member to be fully vaccinated against COVID-19 in compliance with current NSW Health regulations.

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Organisational Structure



Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

I acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

Name

Signature

Date