

# Job Description and Selection Criteria

Hospitality Team Leader – Commercial

## VISION

To enrich the lives of everyone in our community.

## PURPOSE

To provide a caring community where every person feels safe and has the freedom and choice to live the life they desire.

**R**

RESILIENT

We have the strength to overcome challenges, learn from failures, and persist with hope and determination

**E**

ETHICAL

We act with fairness, integrity, and honesty, by acknowledging mistakes, respecting boundaries, and treating others with empathy.

**S**

SAFE

We uphold a SwanSafe way of working to ensure we provide an environment free of harm for everyone.

**P**

PROFESSIONAL

We interact with respect, dependability, and punctuality, ensuring clear communication, fairness and trust.

**E**

EMPOWERED

With ongoing support, training, and education, we grow into the best versions of ourselves.

**C**

COMPASSIONATE

We demonstrate courtesy, kindness, and understanding to everyone, consistently applying a person-centered approach in all that we do.

**T**

TRANSPARENT

Our collaborative approach fosters a workplace committed to being open, honest and approachable.

<p><b>Location</b> Bentley Park</p>	<p><b>Reporting To</b> Hospitality Supervisor - Commercial Manager Operations – Corporate Hospitality</p>
<p><b>Direct Reports</b> Nil</p>	<p><b>Award / Agreement</b> Aged Care Award 2010</p>
<p><b>Normal Hours</b> As rostered</p>	

## Position Objective

---

The Hospitality Team Leader- Commercial (HTLC) works with the Commercial Hospitality Supervisor, Head Chef, Chef-Commercial, and the Manager Operations – Corporate Hospitality to ensure that commercial food and beverage services function and operate efficiently and effectively. Delivery of exceptional customer service, amazing coffees & delicious food, and creating memorable dining experiences is at the heart of this role.

## Responsibilities

---

- Daily oversight and delivery of the commercial café's F&B services which includes basic food preparation, barista tasks, meal delivery, and Point of Sale (POS) operations.
- Daily oversight and delivery of the commercial catering services which includes ordering, basic food preparation, packaging, meal delivery, and POS operations.
- Provide a conduit for resident and customer feedback, requests, or complaints about Hospitality, or any other service as highlighted by the resident or customer.
- Embrace, support and drive SwanCare's passion for Continuous Improvement.
- Work closely with the Commercial Hospitality Supervisor, Manager Operations-Corporate Hospitality and Chef-Commercial to ensure that we always provide outstanding products and services to residents and customers.
- Coach, lead, inspire and empower Senior Food Service Attendants and Food Service Attendants to attain outstanding service standards for residents and customers.
- Ensure that all staff under your leadership achieve the highest possible standards about uniform, personal presentation, communication, work practises and teamwork required to achieve SwanCare's goals.
- Assist with the training of staff when required.
- Lead by example and inspire others to achieve your high standards of service and dedication to excellence.
- Work in collaboration with the Roster Coordinator to ensure that Café rostering is effective and efficient.
- Maintains correct storage, dating & stock control of food, beverages, crockery, cutlery, glassware, and consumables in the cafés and commercial outlets through effective procurement processes.
- Ensures food/meals and equipment temperatures are measured and recorded in accordance with food safety regulations and procedures.
- Observes high standards of personal and operational hygiene.
- Assists in general cleaning of café, equipment, and fittings in accordance with Cleaning Schedules & Food Safety Program procedures.
- Assists with dishwashing as required.
- Participates in staff development programmes and in-service education.
- Participates in quality assurance activities as required.
- Participates in Performance Management processes.
- Adhere to all SwanCare Group's policies and procedures.
- Performs other duties as directed by the Commercial Hospitality Supervisor and Manager Operations-Corporate Hospitality.

## Personal Development

---

- Maintains and develops professional knowledge and skills related to position.
- Actively participates in professional associations and SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.

## Corporate Values

---

- Actively promotes & develops the corporate values of the organisation.
- Acts in accordance with all relevant legislation, policies, principles, and procedures
- Participates in processes to monitor customer satisfaction throughout services delivered by the role

## Work Health and Safety

---

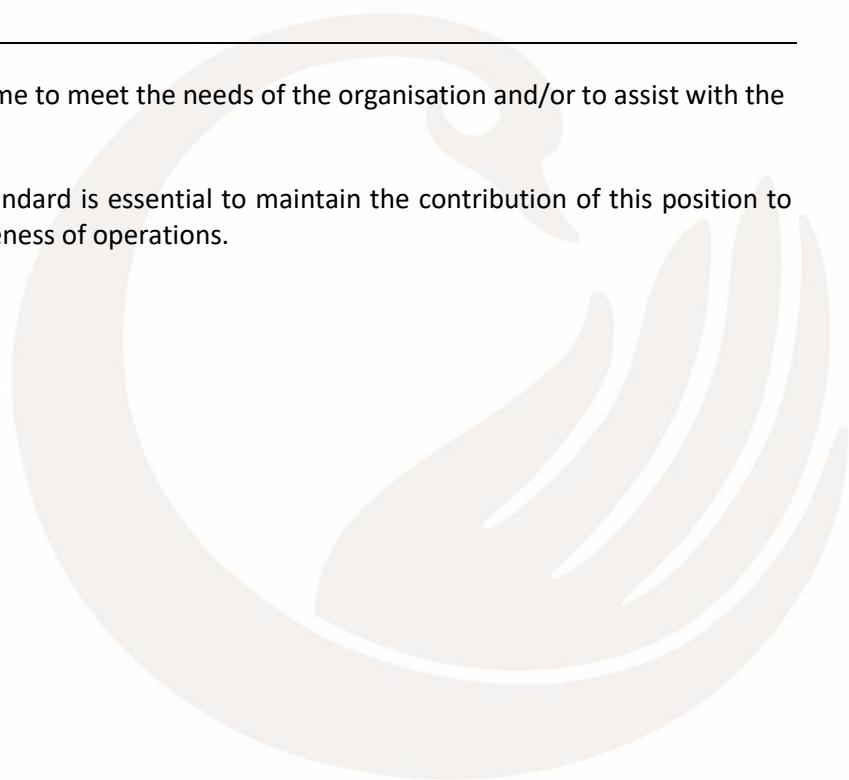
- Accepts responsibility for own occupational health and safety requirements.
- Attends all mandatory education
- Utilises Universal Precautions at all times.
- Reports all hazards, accidents and incidents and completes the appropriate forms.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents, and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

## Other

---

Other tasks may be assigned from time to time to meet the needs of the organisation and/or to assist with the employee's development.

Performance of all tasks to the required standard is essential to maintain the contribution of this position to SwanCare Group standards and the effectiveness of operations.



## Selection Criteria - Hospitality Team Leader – Commercial

---

### Essential

- 2+ years' experience in a similar restaurant/café or catering environment.
- Working knowledge of Food Safety (HACCP) guidelines and regulations in relation to food preparation and quality food and beverage service practices.
- Sound level of computer literacy.
- Advanced written and interpersonal communication skills.
- Demonstrated competence in time management and organisational skills.
- Demonstrated commitment to teamwork.
- Demonstrated commitment to exceeding customer satisfaction.
- Ability to perform under pressure.
- Working knowledge of safe work practices & OSH regulations.
- Flexibility with working hours including weekends and evenings.
- Competent in time management and organisational skills.
- Commitment to teamwork.
- Commitment to customer service and exceeding customer satisfaction.
- Flexibility with working hours.
- National Police Certificate.
- Approved Manager Licence / RSA Certification (or ability and willingness to attain).
- National Police Certificate
- Covid Vaccination and Flu Vaccination as mandated by Government
- Ability to work autonomously, be a self-starter and work well as part of a team.
- Flexibility and adaptability in a changing work environment
- Unlimited work rights within Australia

### Desirable

- Tertiary qualification in Hospitality Management.
- Working knowledge of the Aged Care Accreditation Standards.
- Function and Event Planning.

**SIGNED** as an agreement.

\_\_\_\_\_  
**Employee**

Date: \_\_\_\_\_

\_\_\_\_\_  
**Manager**

Date: \_\_\_\_\_

\_\_\_\_\_  
**People & Culture**

Date: \_\_\_\_\_

