



Position Description – Café Front of House

Tūhoe – Te Uru Taumatua Values

Mana motuhake is our way to secure the permanence of Tūhoetana in the lives of current and future generations of Tūhoe. Seemingly, our COVID-19 experience served up greater surety on this approach. Our need then is to enable lifestyles that naturally live these virtues in our behaviours, our aspirations, our practices and our priorities. These beliefs that come from our legacy and kinship to all living things, the mutual respect we owe each to the other including the world around us. This is our context for raising responsible, resilient whānau, hapū and whārua.

Working for Tūhoe – Te Uru Taumatua

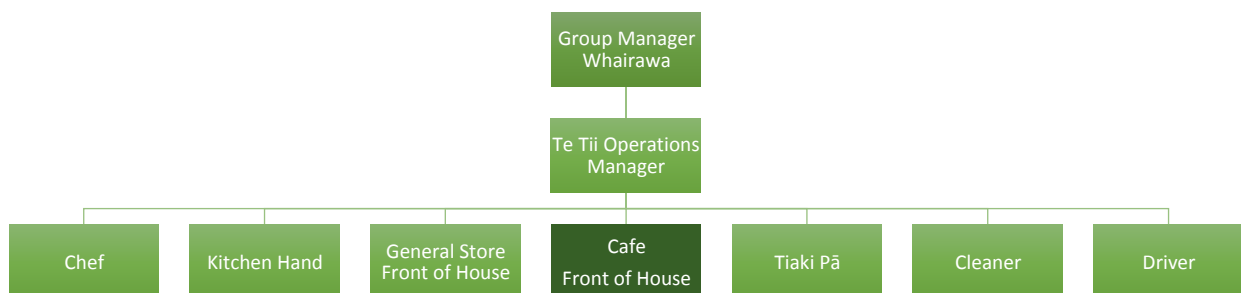
Working for Tūhoe - Te Uru Taumatua comes with a duty to bring to life the achievement of Tūhoe-Tribal goals including the standards of discipline and excellence needed to usher in the next generation of Tūhoe. As the office of the Iwi we are of course not the Iwi, we are not hapū, but we exist to serve the strengthening needs of hapū and Tribal leadership responsibility. Evenly and at all times, we serve a trinity of aims; the growth and development needs of our Tūhoe Tribal communities; the need to perpetuate a honourable past and legacy; and positioning well for the unborn future generations of Tūhoe. As such we are a kinship organisation, a culture, communities – a whakapapa; we are not a corporate entity.

Tūhoe Manawarū Tribal Authorities

The Tūhoe Manawarū Tribal Authority is the Tūhoe Tribal for Ruatāhuna. The principle responsibility of the Tribal is to raise the capability and wellbeing of our Tūhoe people, enabling prosperity and quality infrastructure to collectively lift our Tūhoe mārua. Tūhoe Taraipara have consolidated priorities to bring change and vibrancy to its communities; Tūhoe is experiencing a new and positive era of development.

About this role

The Kitchen Hand reports to the Te Tii Operations Manager and is responsible for kitchen support services to assist the Café Chef and the Café team to deliver a high quality food experience.



KEY RESULT AREAS

Café Services	Expected Standards
	<ul style="list-style-type: none"> • Maintain a professional, friendly and customer-orientated demeanour at all times. • Actively promote, practice and adhere to top café standards and practices at all times. • Ensure the café public and seating area is kept clean and tidy, with tables cleared as promptly as possible, and condiments kept stocked. • Be responsible for ensuring all café equipment, assets and surrounds are maintained spotlessly clean and tidy at all times. • Ensure that café all stocks and supplies are maintained to avoid shortages affecting daily operations. • Keep the Operations Manager promptly informed of any equipment, crockery and café furniture issues or concerns. • Undertake end of day till cash-up and banking preparation as directed by Operations manager.
General Store Duties	Expected Standards
	<p>When-ever possible within own duties</p> <ul style="list-style-type: none"> • Provide ongoing customer service support and cover to Front of House General Store staff • Actively assist keeping merchandise display shelves stocked, tidy and presentable <p>Jointly with Front Of House General Store staff, carry out end of day clean-up duties of the store and café area</p>
General Café Support	Expected Standards
	<p>Support and assist the kitchen hand and café kitchen team when time allows as applicable with general duties such as:</p> <ul style="list-style-type: none"> • Preparing the kitchen for opening and closing • Plating • Washing and putting away cutlery and crockery • Cleaning
Communication	Expected Standards
<p>Work together with the café and wider Te Tii team to ensure all staff are informed as appropriate regarding matters that they should be made aware of.</p>	
Compliance	Expected Standards
Health & Safety	<p>Take a vested interest and gain a good understanding of health and safety policy and obligations ensuring necessary duty of care is maintained at all times i.e. manuhiri, barista duties, and kai preparation.</p> <p>Proactively contribute and participate in building an effective manaakitana culture.</p>
Food Hygiene	<p>Ensure food handling and hygiene standards are adhered to at all times i.e. work with local authorities as and when necessary.</p>
Security & Access	<p>Ensure security and access standards are maintained at all times particularly as it relates to the café, wharekai entrance and exits.</p> <p>Ensure fire exits / doorways and entrances are kept clear at all times.</p>

Person Specification		
	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Fluency in Tūhoe dialect • Barista training • Food & Hygiene Certification
Work Experience	<ul style="list-style-type: none"> • Proven café / shop assistant experience within small to medium size business 	
Systems		<ul style="list-style-type: none"> • Excel/spreadsheet data manipulation experience • (Word, Office, Outlook). • Cash handling, Eftpos
Personal attributes	<ul style="list-style-type: none"> • Flexible in approach • Proficient, adaptable role model • Values based • Takes accountability for time, performance and duty of care seriously. • Understands collective contribution over individual. 	<ul style="list-style-type: none"> • Professional • Enthusiastic and impressionable • Warm and empathic

Café Front of House Name:	
Signature:	
Date:	
Chief Executive Name:	
Signature:	
Date:	