



OzHarvest | Job Description

Your Position Title:	Refettorio Floor Supervisor & Market Manager
You'll Report to:	Refettorio Restaurant Manager & Waterloo Redevelopment Project Lead
Your direct reports:	n/a
Classification :	Casual
Date :	October 2023

Your Key Relationships
<p>The Refettorio Floor Supervisor is part of the collaborative OzHarvest team, which includes the Market Manager, Restaurant Manager and Project Lead, CEO, State Manager, Head of Operations, OzHarvest chefs and drivers, office staff and volunteers.</p> <p>You'll also work with external stakeholders including Food Donors, Recipient Agencies, Guests and Clients.</p>

What we're about
<p>Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:</p> <p>Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.</p> <p>Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.</p> <p>Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.</p> <p>With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.</p>

About the role
<p>Refettorio Floor Supervisor & Market Manager responsible for overseeing the daily operations of the market, ensuring that it runs smoothly and safely and that it meets the needs and expectations of our customers. Whilst also coming onsite to the Refettorio, to manage the service a dining space that welcomes everyone with dignity and respect. Together, you will create a welcoming and positive environment for our guests, recipient agencies, volunteers, and staff across both sites.</p>

Your Key Responsibilities
<p><i>Role modelling the OzHarvest Values:</i></p> <ul style="list-style-type: none"> • Demonstrate each value in your actions and decisions, always leading by example. • Always communicate honestly and openly. • Create and promote an inclusive, positive and kind environment. • Work with or supervise volunteers in the important work they do at OzHarvest. • Engage with all communication platforms and content to ensure you are informed and connected. • Complete required learning, development and training. <p><i>Refettorio operations management:</i></p> <ul style="list-style-type: none"> • Oversee and supervise the Refettorio on designated days, responsible for full program delivery. • Assign and supervise volunteer responsibilities, providing support and feedback where necessary. • Ensure the front house team adheres to all Refettorio program goals, code of conduct, customer commitment, and WHS guidelines.



- Support guest experience and refer any guests to the on-site social worker or case worker where necessary.
- Engage and liaise with various agencies and support services.
- Supervise data management and tech support when necessary.
- Supervise Impact reporting when needed.
- Support the OzHarvest media and marketing team with content (photos, guest stories etc).

Waterloo Market operations management:

- Oversee the day-to-day Market operations, which involve responsibilities like opening the store, restocking Market displays, handling cleaning duties, coordinating multiple daily fresh food and ad-hoc deliveries in conjunction with logistics, and supervising security staff.
- Ensure a safe working environment, maintaining all hygiene, safety & security protocols.
- Deal with all complaints, queries, and other related customer service issues.
- Engage and liaise with service providers and tradespeople regarding facility management and improvement.

Volunteer management

- Managing and coordinating up to 24 volunteers daily (with a maximum of 13 at any given time)
- Brief volunteers at the start of each shift.
- Debrief with volunteers after each shift and immediately after any incidents.
- Build team cohesion and positive team dynamics.
- Host corporate volunteers, being the face of OzHarvest and creating a connection to our cause.

Personal Specifications

Qualifications

- Current and Valid Police Check
- First Aid Certificate

Skills, Knowledge & Experience

- Experience in community development or social work (*preferred*)
- Experience and interest in working with vulnerable communities.
- Experience in a leadership role managing diverse teams.
- Experience in social services, hospitality, retail, or similar is desirable.
- Outstanding stakeholder management skills.
- Proficiency in engaging and motivating a team of individuals.
- Ability to engage, coach and motivate individuals and teams.

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest.
- Energetic, positive, and proactive.
- Ability to work effectively under pressure.
- Foster teamwork and drive the OzHarvest culture.
- Excellent attention to detail and a strong customer service approach.

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employee Name: _____

Signature: _____ **Date:** _____

