

## CAFÉ & RETAIL COORDINATOR Yitpi Yartapuultiku

### Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

### Our Goals

<b>Thriving Community</b> <i>A City where people have the opportunity to connect and flourish</i>	<b>Prosperous Economy</b> <i>A City with a thriving economy that enriches its local community</i>	<b>Clean And Green City</b> <i>A City that values its natural environment</i>	<b>Places For People</b> <i>An accessible City where people love to be</i>
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### Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.  
Our systems, processes and tools are contemporary and reflect leading practice.  
Our assets and finances are managed with good stewardship.

### We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

### Our Organisational Values

<b>Make a Difference</b> We serve our community well <ul style="list-style-type: none"><li>• Deliver public good</li><li>• Improve the quality of people's lives</li><li>• Community focussed</li><li>• Deliver Council's City Plan</li></ul>	<b>Grow &amp; Improve</b> We improve our work everyday <ul style="list-style-type: none"><li>• Innovate</li><li>• Continuously improve</li><li>• Problem solve</li><li>• Adapt &amp; change</li><li>• Engage the community</li><li>• Shape the future</li></ul>	<b>Better Together</b> We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none"><li>• Trust, honesty, integrity</li><li>• Care &amp; support each other</li><li>• Work as a team</li><li>• We celebrate success</li><li>• We are accountable</li><li>• Open communication</li></ul>
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# POSITION DESCRIPTION



The position is:

<b>Position Title</b>	<b>Café &amp; Retail Coordinator</b>		
<b>Department &amp; Section</b>	<b>Community Development, Yitpi Yartapuultiku</b>		
<b>Team</b>	<b>Yitpi Yartapuultiku</b>		
<b>Reporting to</b>	<b>Operations Lead</b>		
<b>Positions Reporting to it</b>	<b>Café and Retail Officers Volunteers</b>		
<b>Classification and Stream</b>	<b>MOA Level 3</b>		
<b>Position Number</b>	New	<b>Prescribed Position:</b>	<b>YES</b> <input checked="" type="checkbox"/> <b>NO</b> <input checked="" type="checkbox"/>

This is an identified position where Aboriginal/Torres Strait Islander identity, cultural knowledge or connections are a genuine aspect of the role.

This position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s 65 of the Equal Opportunity Act 1984 (SA).

*Note: any reference to Aboriginal peoples within this position description refers to Aboriginal and Torres Strait Islander peoples.*

## How does this position contribute to our community?

This position supports the delivery of a welcoming, culturally safe and inclusive experience for visitors, community, clubs and groups at an Aboriginal Cultural Centre, alongside the provision of a high-quality café and retail service. The role coordinates day-to-day café operations, supports broader venue operations (customer support, point-of-sale and basic administration), mentors café and retail employees, and helps ensure food safety, customer service, merchandising and work health and safety standards are consistently met.

## What does the position do?

- Coordinate day-to-day café and retail operations on shift (opening/closing, service flow, prep priorities and task allocation) to meet customer demand.
- Work in the café delivering consistently high-quality food and beverage service and modelling professional, customer-focused behaviours.
- Proactive day-to-day interactions with customers, community members, clubs and groups, providing a caring and welcoming experience and supporting users to achieve their goals for events, programs and activities.
- Help ensure the Centre is welcoming and inclusive, where everyone feels physically, culturally and emotionally safe; model respectful behaviour and apply relevant protocols and procedures.
- Supervise and support café and retail employees on shift, providing clear direction, on-the-job coaching and mentoring and escalating performance or conduct matters in line with Council processes.
- Support the Operations Lead to implement and follow consistent operational procedures, systems and checklists that support safe, reliable operations across the venue.
- Provide timely contact resolution for users of the venue, nurturing meaningful and sustainable connections with community, groups and stakeholders; escalate complex matters where required.
- Accept payments through point-of-sale systems, including cash handling, register balancing/end-of-day reconciliation, and processing purchase orders/invoices in line with Council procedures and delegations.
- Support regular health and safety checks of the building and grounds (as relevant to the role), identify hazards, take immediate action where safe to do so, and

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report/escalate maintenance or safety concerns to ensure the safety of staff, volunteers and the community.

- Monitor and maintain food safety and hygiene standards (safe food handling, allergen controls, cleaning schedules and temperature checks), complete required records, and take prompt corrective action or escalate issues as required.
- Oversee café and retail merchandising, including product presentation, stock rotation, pricing/ticketing (where applicable), and maintaining attractive, safe and compliant displays.
- Support stock control activities such as ordering requests, receiving, storage, stocktakes and minimising wastage through correct portioning and rotation.
- Actively support the use of Aboriginal-owned businesses and suppliers for café and retail products where practicable and consistent with Council procurement requirements.
- Coordinate basic café functions to support café production (e.g. prep, simple menu items, packaging and labelling) while maintaining hygiene, safety and quality standards.
- Provide input to rosters and make on-shift staffing adjustments within delegated guidelines to maintain service levels, escalating resourcing issues to the line manager as required.
- May be required to work out-of-hours work (evenings and weekends).
- Other reasonable duties as required.

## What outcomes does the position deliver?

- A safe, compliant and efficient café and retail operation with food safety standards and ethical product selections consistently met and issues addressed promptly.
- High-quality customer experience evidenced through positive customer feedback and consistent service standards.
- Improved capability of café and retail employees through structured mentoring, task coaching, and constructive performance feedback.
- Effective merchandising and stock practices that maintain product availability, reduce wastage and present an appealing café/retail environment.
- A welcoming and inclusive venue environment that supports cultural safety and strengthens community connection, participation and sense of belonging.
- Routine venue safety checks completed and hazards reported/managed in a timely way, contributing to a safe environment for staff, volunteers and visitors.
- Accurate POS transactions, cash handling and reconciliations, and timely processing of invoices/purchase orders in line with procedures.

## The behaviours we expect the position to contribute to our workplace are:

- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interacts with visitors and staff in a culturally sensitive and respectful manner, adapting communication styles as appropriate to support inclusivity and cultural safety.
- Sound problem solving, innovative thinking and informed decision making
- Handle conflict and challenging situations with calm professionalism, effective conflict resolution and de-escalation skills.
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts
- Ability to manage competing priorities and adapt effectively to changing workloads and operational requirements.

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## Qualifications for the position

- A current South Australian Working with Children Check (WWCC) or willingness to undergo screening (essential).
- Child Safe Environments training or willingness to undertake upon commencement (essential).
- A current senior first aid certificate or willingness to complete and hold the certification.
- Food Safety certification (e.g. Food Safety and/or equivalent food handling training) – essential or to be obtained within an agreed timeframe.
- Current Responsible Service of Alcohol (RSA) certificate (if alcohol is served) is desirable.

## Other Requirements

- The role involves prolonged periods of standing and walking, occasional lifting, bending, and other physical tasks associated with café, retail and venue operations.

## Experience

- Experience in café operations (service and/or production) with the ability to coordinate workflow on shift and maintain quality during busy periods. FGav
- Experience supervising and mentoring staff in a customer service environment, including providing task instruction, feedback and support to develop capability.
- Experience in customer service within a community facility or venue environment, including handling enquiries, supporting groups/clubs, and coordinating basic venue set-ups and pack-downs (as relevant to the role).
- Experience using point-of-sale systems, including accurate cash handling, balancing, and basic administrative processing (e.g. invoices/purchase orders) within delegated guidelines.

## Knowledge

- Knowledge of food safety principles, allergen management and safe food handling practices relevant to café and commercial kitchen environments.
- Knowledge of customer service standards, retail merchandising fundamentals and basic stock control (including rotation and wastage minimisation).
- Understanding of working in an Aboriginal Cultural Centre context, including the importance of cultural safety, respectful engagement, and following relevant cultural protocols and organisational procedures.
- Knowledge of basic venue operations and WHS practices in public-facing facilities (e.g. hazard identification, safe work practices, incident/maintenance reporting and safe access/egress).
- Sound understanding about First Nations-owned businesses and ethical supply chains to source products relevant to café and retail operations.

## Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

## Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

## Procurement and Contract Management

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- Responsible for complying with Councils procurement policy and processes
- Proficient in the application and requirements of procurement within a Local Government context
- Requirement to undertake regular training regarding procurement and contract management activities

### **Our Safety and Return to Work Commitments**

#### All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.