

Position title	Hospitality Mentor
Award	Hospitality Industry (General) Award 2010
Classification	By negotiation based on skills and industry experience
Hours per week	Part Time and Casual available
Reports to	Social Enterprise Manager
Position holder	Vacant

Hospitality Mentor:

As a Hospitality mentor will work as part of a team to provide excellent customer service and create a welcoming and memorable cafeteria environment. The right person will be responsible for general hospitality operations and ensuring high quality service and products. The mentor will support people with additional needs and women from culturally and linguistically diverse backgrounds across the Wimmera who face social isolation and economic exclusion, including significant barriers to employment.

Hospitality Mentor will:

- Experience working in hospitality service industry including high level Barista skills, good working knowledge of till systems and cash handling.
- Undertake cleaning
- Keep a clean and orderly environment in the kitchen, whilst adhering to good food standards and safety practices
- Mentor pathway participants in a patient, caring and professional manner
- Influence fellow staff and learners with a solution-focused attitude
- Basic food preparation, food hygiene handling skills.
- Strong customer service skills & ability to interact with internal and external customers.
- High standard in grooming, presentation, attitude, and work ethics.
- Other duties as directed.

Key Selection Criteria

Essential

- Ability to work flexible hours if required
- Experience mentoring and supporting participants to achieve their individual goals
- Experience working with women from culturally and linguistically diverse backgrounds and/or young people with additional needs
- Currently hold - or willing to obtain HR-FSS-ONLINE-SITXFSA005-SITXFSA006 - SITSS00069 - Food Safety Supervision certificate
- Follow all guidelines and maintain all [Food safety \(health.vic.gov.au\)](http://health.vic.gov.au) records
- Knowledge of social enterprise or/and willing to educate

> COMMUNITY > VOLUNTEERING > LEARNING > PARTNERSHIPS

Desirable

- Certificate IV in Commercial Cookery with 3 years relevant work experience
- First Aid Certificate
- A current Victorian motor vehicle licence

Personal attributes

- Innovative
- Patient and calm
- Self-disciplined
- Ethical and honest
- Determined and positive

Conditions of employment

- All terms and conditions of employment are in accordance with the Hospitality Industry Award 2010 and the National Employment Standards
- The employee agrees to abide by all health and safety rules and requirements, policies and procedures of the employer that may be amended from time to time
- This appointment is subject to Police check, Working with Children Check and Disability Worker Exclusion Scheme

Chief Executive Officer review and approval:

I have reviewed and approve the above position description

Signature: _____ Date: / /

Robbie Millar - Chief Executive Officer

Employee statement

I have read, understand and agree to the above position description

Name:

Signature: _____ Date: / /