



Moon Rabbit Manager

Position	Moon Rabbit Manager	Reports to	Chief Executive Officer
Hours	Full time 38 hours per week	Area	Moon Rabbit
Award	Neighbourhood House and Adult Community Education Collective Agreement 2010	Classification and Salary	NHACE Agreement 2010 Level 7.1 Paid above award at \$34.56 per hour Salary packaging available
Supervises	Café and Catering Supervisor, Back of House Supervisor, On the Hop Supervisor, Café Assistants, Volunteers and students	Start date	March 2021
Internal Liaison	Chief Executive Officer, Management team, Community Education Manager, Bridge Darebin staff, volunteers and Board of Management, contractors and Moon Rabbit café staff		
Supervises	Staff and Volunteers related to specific projects		
External Liaison	DHS, DET, City of Darebin, Neighbourhood House Network, Moon Rabbit Bulk Foods Collective Members, partnership organisations, other Learn Local and training organisations, local agencies, community groups, other funding agencies		

Organisation Overview

Bridge Darebin is a vibrant, not-for-profit community organisation based in Darebin that offers a holistic approach to community wellbeing. As a social enterprise that incorporates a Neighbourhood House, a Learn Local adult education provider, a low-waste sustainable café and Occasional Childcare Centres, inclusivity and community empowerment are at the core of our mission and values. Bridge Darebin's education programs are learner-centered and delivered alongside services that put community needs at the forefront.

The organisation has five main pillars of activity across multiple sites: adult education, children's services, community programs, venue hire and our socially and environmentally responsible café, Moon Rabbit.

Across these areas we've developed a series of sustainability initiatives and programs that promote an inclusive environment where everyone can participate in building a more sustainable and equitable Darebin.

We value community ownership and management and provide our services free from discrimination.

More about Moon Rabbit

Moon Rabbit is an environmentally sustainable social enterprise café and a key element of Bridge Darebin 2019 – 2022 strategy.

It aims to provide an outstanding experience for customers, clients, staff and volunteers, to meet its commercial targets, engage the local community and most importantly, to enable young neurodiverse

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people supported by TTT (a job-ready training program for neurodiverse people under 28) to develop their technical, life and employability skills in a supportive real work environment.

Leading by example Moon Rabbit instils up-to-date sustainability practices whilst serving top-quality food and beverages to all clients both internal and external. Moon Rabbit has established itself as the flag-ship service of Bridge Darebin and serves as the “face” of the organisation.

Position objective

The Moon Rabbit Manager oversees the staff and operations of Moon Rabbit Café, Moon Rabbit Back of House & Moon Rabbit On the Hop Mobile Café.

The Manager is responsible for ensuring that all financial, customer service and operational decisions are in line with Bridge Darebin and Moon Rabbit strategic plans.

The Manager is responsible for overseeing the duties of the three supervisors (Café and Catering Supervisor, Back of House Supervisor, On the Hop Supervisor). This will include the day-to-day management, work plans and direction, appraisals and overall responsibility for the entire team.

The Manager is expected to take a pivotal role in guiding the three areas of the business (café, catering, mobile café) through strategic thinking, planning and implementation and oversee the administration and financial processes and procedures of Moon Rabbit.

Working closely with the CEO, the Manager will implement and maintain strategies that enable the long-term growth and financial sustainability of Moon Rabbit whilst keeping people and planet at the forefront of all decision making.

This position oversees Moon Rabbit’s environmental sustainability operations and procedures – always striving to reduce the business’ environmental impact

Duties & responsibilities

1. People

- 1.1 Strengthen capability of Café, Back of House and Mobile Café Supervisors and the entire Moon Rabbit team
- 1.2 Work with the General Manager-Operations, Finance and Compliance to maintain and implement smooth and efficient on-boarding and induction processes, ensuring staff have a thorough understanding of Bridge Darebin programs, funders, principles and goals.
- 1.3 Perform annual appraisals for all supervisors and café staff identifying areas for professional development and ensuring these are implemented as well as ongoing supervision
- 1.4 Uphold the Moon Rabbit Customer Service Ethos in all decision making as well as internal and external communications.

2. Financial

- 2.1 Working closely with the CEO and General Manager-Operations, Finance and Compliance to implement strategies that aim to increase the annual revenue of Moon Rabbit Café, On the Hop Mobile Café and Catering Operations in line with the annual budget.
- 2.2 Perform daily and weekly cash reconciliations ensuring 100% accuracy of cash handling, reporting all takings as well as any discrepancies to the bookkeeper.
- 2.3 Review sales data on a monthly basis to ensure that the café, On The Hop and catering offering is responsive to the needs and wants of Moon Rabbit customers.
- 2.4 Work with the Book Keeper to ensure that accounting records of expenses and purchases are accurate, efficient and provide insightful data.
- 2.5 Use and maintain accurate spreadsheets to ensure menu costing is viable and profitable, analysing data to ensure the menu responds to customer demand.
- 2.6 Prepare monthly board reports that provide insights to Moon Rabbit's financial operations, using sales data as well as anecdotal and industry insights.
- 2.7 Make financially responsible spending decisions that are in line within the annual budget, seeking to keep food and beverage costs and wages as low as possible without impacting on the quality of the product or service offering.
- 2.8 Ensure timely and accurate processing of invoices to ensure payment to suppliers in line with their payment terms.
- 2.9 Create and send invoices to catering and Moon Rabbit on the Hop customers and ensure invoice payments are received prior to dispatch or as per agreed terms.

3. Business Development

- 3.1 Working with the CEO, identify opportunities for business growth using industry knowledge, research and insights.
- 3.2 Seek to expand on Moon Rabbit's offering within the capability and capacity of the team, ensuring that all decisions are in line with the strategic plans of Bridge Darebin.
- 3.3 Nurture relationships with suppliers and key stakeholders and identify opportunities for partnerships and collaborations that are in line with Bridge Darebin and Moon Rabbit's values.
- 3.4 Work with the managers of other departments at Bridge Darebin to identify areas of service cross-overs that increase customer engagement, strengthen the community and are operationally and financially viable.
- 3.5 Maintain and create operations that optimise efficiencies between Moon Rabbit café, On the Hop and catering.

4. Environmental Sustainability

- 4.1 Strive to reach Moon Rabbit's Zero-waste goals throughout all decision making processes
- 4.2 Seek to minimise the environmental impact of Moon Rabbit's operation wherever possible by reducing food waste, reducing general waste, reducing water and energy consumption where possible, and minimising food and transport miles by sourcing products locally.
- 4.3 Ensure Supervisors maintain and implement waste management systems that help the team to easily abide by, monitor and collect data on waste output and use this data to inform impact measurement and future decision making.
- 4.4 Ensure Supervisors educate the Moon Rabbit team members on environment and sustainability measures and how to best communicate these with customers.
- 4.5 Implement strategies with Supervisors to minimise packaging by offering incentives or educational promotional periods to help customers to reduce their use of single-use packaging.
- 4.6 Work with the BOH Supervisor to monitor and reduce waste that is coming both in and out of the kitchen

5. Business Operations

- 5.1 Ensure that all café infrastructure, equipment and facilities are maintained to the highest of standards.
- 5.2 Ensure that OH&S and Risk Management principals are used when making decisions relating to equipment placement and use.
- 5.3 Report any damages or maintenance needs to the Facilities team immediately.
- 5.4 Maintain and oversee the Food Safety Program and Cleaning Schedule, ensuring that it is up to date and compliant with Food Safety Legislation.
- 5.5 Ensure that front of house operates in a manner that ensures the entrance to the building is clean and uncluttered

6. Training and Mentoring – Tiered Training & Transition Program (a job-ready training program for neurodiverse people under 28)

- 6.1 Work with the Community Education department to deliver training to our TTT students.
- 6.2 Participate in running and coordinating classroom training sessions and workshops that a relative to hospitality skills and café placement.

- 6.3 Support the design and delivery of practical modules of the TTT program
- 6.4 Be willing to share your expertise and teach skills to volunteers who assist with food preparation.
- 6.5 Provide training, support and guidance to Moon Rabbit staff through their shifts as trainers and mentors.

7. Occupational Health and Safety

- 7.1 Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers;
- 7.2 Comply with legislation and all Bridge Darebin OHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

The Moon Rabbit Manager can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Key Selection Criteria

The person for this position will have demonstrated experience in:

- Managing a hospitality venue - minimum three years' experience
- Developing and implementing training programs
- Working with espresso coffee and providing staff training in same - minimum two years' experience

Highly regarded:

- Knowledge, insight and experience in the NFP or Social Enterprise sector.

Essential to this role:

- Excellent communication and interpersonal skills
- A good sense of humour
- Strong organisational and time management skills
- Decision making skills
- Ability to manage in a diverse environment with a focus on client and customer services
- Strong leadership and motivating skills including the ability to build strong relationships with customers and staff
- The ability to think quickly, work in pressured circumstances and stay calm in a crisis
- Financial, budgeting and stock-taking skills
- Knowledge of food, food hygiene (including hazard analysis and critical control points) and food preparation.
- Minimum 2 years' experience Front of House experience in a hospitality business
- Food handling Certificate
- Barista and Food service experience

Appointment is subject to

- Current Working with Children's Check
- Current Victorian Police Check