

## ***Museum of Tropical Queensland Café Supervisor***

### **POSITION DESCRIPTION**

<b>Job Ref:</b>	QLD/QM287380	<b>Closing Date:</b>	
<b>Program:</b>	Operations	<b>Classification:</b>	Hospitality 5
<b>Campus:</b>	Museum of Tropical Queensland (MTQ)	<b>Remuneration:</b>	\$51,464 p.a. plus 12.75% super and leave loading – Pro rata
<b>Location:</b>	Townsville	<b>Contact:</b>	<b>Name: Sandy Barnes</b> <b>Ph: 07 4726 0622</b> <b>Email: Sandy.barnes@qm.qld.gov.au</b>
<b>Status:</b>	Permanent Part Time – Approximately 50 hours per fortnight with extended hours during school holidays	<b>Review:</b>	
<b>PD Ref:</b>		<b>Position No:</b>	39335

**We are seeking an enthusiastic team member to help us achieve our mission to enrich and enliven Queensland communities.**

### **ABOUT THE JOB**

This position is the leadership role in the The Galley Café. As part of the Queensland Museum Network (QMN), you will deliver a quality café, dining, function and events experience to visitors and guests of, the *Museum of Tropical Queensland (MTQ)*, in Townsville.

### **KEY RESPONSIBILITIES**

- Lead the Museum Café team in the delivery of exceptional customer service of a range of food, beverage, and retail products and the delivery of quality functions and events.
- Work with the Retail & Venue Manager to periodically review and make recommendations on products and prices to ensure visitors have adequate choices, which will contribute to the proposed financial returns.
- Assist the Retail & Venue Manager and the Campus Head to prepare an Annual Budget for café and catering, including setting achievable income and expenditure targets for both recurrent and capital operations.
- Regularly examine financial reports and provide explanations on material variations between actual results and budgeted amounts.
- Maintain the Museum Café's financial and stock control systems including, ordering, purchasing, float and register balancing and input of data to computerised stock control system

- Plan, promote, organise and supervise the operations of the Museum Café, including food and beverage preparation and organising food products in a manner that ensures visual impact.
- Coordinate and manage the Café's Food Safety Management System and audit requirements to meet relevant regulatory standards.
- Provide menus and catering for functions and events.
- Assist the Functions Co-ordinator in the planning, set up and pack down of functions and events.
- Train staff to meet the Museum's Customer Service and Barista standards.
- Provide staff training in the operation of the Museum Café and assist in preparation and management of rosters.
- Identify, analyse, evaluate information in relation to the operation of the Museum Cafe and provide solutions.
- Take all safety measures when performing duties to ensure the safety of yourself and others and comply with QMN's OH&S policies, procedures and Government legislation in relation to hygiene of hospitality environment.

## **ASSESSMENT CRITERIA**

The ideal candidate will demonstrate the following capabilities as they relate to the key responsibilities of the role:

**Supports Strategic Direction** - Recognizes and contributes to the development and achievement of work plans and team goals. Contributes own expertise in assisting with financial planning, including staff rosters and menu planning and costing. Uses established guidelines. Shows judgment, intelligence and common sense.

**Achieves Results** - Contributes own expertise in managing/supervising a Cafe or other commercial hospitality operation. Planning and delivering group functions/events. Competent in handling and accounting for money and operating a computerised point of sales system if required and managing stock control systems (computerised or otherwise).

**Supports Productive Working Relationships** - Nurtures internal and external relationships through active participation in teamwork. Supervises, trains and coordinates team members to achieve results, and operates as an effective team member.

**Displays Personal Drive and Integrity** - Acts professionally at all times and adheres to the code of conduct. Works as directed to achieve work objectives. Remains positive and responds to pressure in a calm manner.

**Communicates with Influence** - Communicates messages clearly and concisely. Adapts communication style and approach to suit different people. Listens carefully to others and checks own understanding of others' comments. Negotiates confidently by explaining a problem and helping to find solutions.

## **MANDATORY QUALIFICATIONS/EXPERIENCE**

Possession of a Certificate 3 in Hospitality Operations and or relevant hospitality experience in cooking, food service, café management and functions.

Current Responsible Service of Alcohol or ability to rapidly acquire one.

Current Responsible Management of Licensed Venue (RMLV) or ability to rapidly acquire one.

Current Food Handler and Food Safety Supervisor certificate or ability to rapidly acquire one.

## OUR VISION

***Queensland Museum Network — discovering Queensland, inspiring generations.  
A museum for all Queenslanders that actively partners with diverse communities to enrich  
understanding of self and place.***

### THE QUEENSLAND MUSEUM NETWORK (QMN)

The Queensland Museum Network (QMN) is a dynamic, statewide operation that actively partners with and connects communities through compelling experiences, original research, amazing collections and a creative culture.

As custodian of the State's natural and cultural treasures, QMN makes lasting connections, inspiring generations of Queenslanders to discover, celebrate and value our unique environment and cultural identity.

Our team achieves great things in a supportive culture that encourages innovation and collaboration, and includes scientists, historians, customer service staff, event managers, producers, designers, conservators and photographers.

**The Museum of Tropical Queensland, Townsville  
70-102 Flinders Street, Townsville QLD 4810  
Opened 1987**

The award-winning Museum of Tropical Queensland reveals life at the tropical edge, turning significant research into compelling experiences that showcase the unique cultural and natural heritage of North Queensland.

The modern exhibition space features iconic North Queensland stories including those of HMS *Pandora*, coral reefs and rainforests, dynamic activities and an active temporary exhibition program.

The Museum is home to internationally recognised coral and maritime collections, with a research focus on corals, marine invertebrates, maritime heritage and Indigenous cultures.

A community leader, the Museum brings people together to share their stories and interpret their world in a quest to better understand North Queensland's distinctive cultural identity.

### ADDITIONAL INFORMATION

- Intra-state travel may be required from time to time.
- Probationary periods apply to successful candidates external to the public sector.
- The Café delivers key events throughout the year and requires availability outside normal working hours, including weekends, Public Holidays, School Holidays, major events and functions.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.
- Your application for this role will remain current for 12 months and may be considered for recurring vacancies which may be at an alternative location or alternative employment basis (full-time or part-time).

## PRE-EMPLOYMENT CHECKS

Appointment is subject to the following pre-employment checks and disclosures -

- Employment screening: criminal history, a Working with Children (Blue Card), and previous discipline history check will be undertaken.
- Employment eligibility: to be eligible for permanent appointment to the Queensland Public Service you must provide proof of Australian citizenship or permanent residency. To be eligible for temporary appointment you must provide proof that you can legally work in Australia.
- Employment as a lobbyist: newly appointed employees to the Queensland public sector must disclose within one month of starting duty any previous employment as a lobbyist within the last two years.

## HOW TO APPLY

Please provide the following information to the selection panel for assessment of your suitability:

- Your current résumé, including TWO recent referees with a thorough knowledge of your work performance and conduct.
- A ONE page statement outlining your suitability for this role by addressing the first TWO **Assessment Criteria** detailed on page 2;
  - 1. Supports Strategic Direction
  - 2. Achieve Results.
  - Shortlisting and selection will be based on these selection criteria.

Apply on-line through Smart Jobs and Careers website ([www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)). You will receive a system-generated acknowledgement.

If you are unable to apply online, please contact CAA Recruitment Services on (07) 3003 2361 or (07) 3003 2336 to enquire about alternative arrangements.

## FURTHER INFORMATION

You may wish to access further information regarding the Queensland Museum on our website, which is located at [www.qm.qld.gov.au](http://www.qm.qld.gov.au).