



## Job Description

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Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:** Food Experience Leader

**Reporting:** The role reports to the Food Experience Manager.

**Direct Reports:** Barista, Café Assistants

**Objective:**

The key objectives of the role are to:

- Support the Food Experience Manager to coordinate the day to day operation of food services across Civic including cafes, catering, coffee carts and accommodation services.
- Build the capability of food services team members to deliver amazing customer experiences and quality food products.
- Embed a customer and employee experience culture that delivers exceptional value around our experience of food and delivers on our vision, mission, values and Our Mana.

**Duties and responsibilities:**

1. Support the Food Experience Manager to coordinate the day to day operation of Civics' food services business. Develop processes and guides to support the food services team to deliver quality, cost effective, and safe food experiences that minimise waste.
2. Work with the food experience team so they understand how they can deliver an exceptional, and safe, customer experience. Coach and mentor food experience team members to build their capability across front and back of house.
3. Support the Food Experience Manager to build Civics' food service operations. Contribute to strategic and operational planning to build Civic Kitchen and Catering.
4. Support the Food Experience Manager to coordinate special event planning and delivery. This could include catered events, participation in community events, and internal events.
5. Get in the kitchen and support the team in the capacity of chef when needed. Use these experiences to build team capability and improve service delivery.
6. Work with the team to develop an employee experience that is aligned to Civic's mission, vision, values, Our Mana, policies and guides. Lead your team so they can realise their potential and the potential of the people they support.



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7. Support team members to understand the mission, vision, values and direction of Civic. Translate them so the team has clear expectations around their work and understands how their everyday work relates to Civics' goals and direction.
8. Work with head office teams and the Food Experience Manager to coordinate the recruitment of the right people into the team, in line with policies and guides, who are best able to deliver supports for the customer group.
9. On-board new starters into your service/s in a way that provides them with the information they need to be successful.
10. Work closely with Practice Managers, Practice Leaders and the clinical services team to identify ways to improve nutrition, choice, meal quality and the social and emotional benefits of a positive food experience.
11. Evaluate the quality of the customer experience, practice, and service delivery against service, funding and compliance objectives on a regular basis. Identify gaps and work with the team to build capability and/or improve outcomes. Refer to the Food Experience Manager when gaps are identified.
12. Build and maintain a community and local industry profile and network. Be a brand ambassador for Civic and our services.
13. Coordinate regular communication channels with employees, customers and other key stakeholders including team meetings, customer, family and practice reviews, and 1:1 discussions with team members.
14. Ensure compliance with internal and external standards including accreditation standards, food safety, and/or guidelines, work health & safety standards and contract compliance.
15. Comply with mandatory reporting requirements that apply to the service. Escalate issues and risks in line with critical incident and risk management requirements, as appropriate

### Essential Criteria

- Trade qualification as a chef
- Experience as a chef in a commercial kitchen or food related business.
- Ability to bring the team along for the ride and build their capability. Gordon Ramsey has a place, but his leadership style isn't Civic.
- An understanding of people with disability is a huge advantage. Many of the team are supported employees and the services Civic operate are social enterprises.
- The ability to turn your ideas into outcomes. Whether it's finding ways to improve customer experiences, introduce new products, prevent wastage, or just doing it better you're on the lookout to improve.
- A love of food. Food is amazing and the experience of food has incredible social value, especially in a community service environment!
- A passion for creating an incredible customer and employee experience that allows people to realise their potential.
- Unrestricted Drivers Licence.