SOUTHERN CROSS GRAMMAR

Head of Café Program

Position reports to	Head of Middle School
Direct Reports	Nil
Classification	C-3.4, Southern Cross Grammar Enterprise Agreement
FTE/Duration	0.47 FTE (18 hours per week), Ongoing: 7.30am-9.30am Mon-Fri 2.45pm-4.45pm Mon-Thurs Term-time only

About Us

At Southern Cross Grammar, we believe education is most powerful when a student is truly known and their potential is unlocked to shape what comes next. We are an independent, co-educational, non-denominational Foundation to Year 12 school located on a single campus in Caroline Springs, Victoria. Established in 2011, we are a learning community united by a clear purpose: to develop people who make a positive difference in the world. Guided by our values of Respect, Inclusivity, Excellence, and Resilience, our philosophy combines evidence-based teaching and strong relationships to support meaningful growth for all learners.

This work is led by dedicated staff who are deeply invested in each student's learning and development, and who continually reflect on their professional practice to ensure it remains purposeful, informed, and responsive. In partnership with our families, we prepare our students for lives of purpose and impact, grounded in the belief that when students matter, futures shine brighter.

Purpose of the Role

The Head of Café Program leads the Centauri Café, a student-led enterprise where Year 9 and 10 students volunteer to gain practical workplace experience. Year 9 students join as trainees, while returning Year 10 students become team leaders and trainers who induct, coach and support new volunteers.

The role develops students' leadership, employability and entrepreneurial skills through the day-to-day work of running a café. The Head of Café Program prepares students to take increasing responsibility for service, supervises operations and steps in to demonstrate skills or assist as needed. The café serves students and staff before and after school, with scope to extend the service to families over time.

Key Aspects of the Role

- **Develop student leaders and trainers.** Establish a structured program that equips Year 10 students to lead shifts, induct Year 9 trainees, demonstrate café skills and provide feedback. Give student trainers increasing responsibility for daily operations under staff supervision.
- **Build practical café skills.** Guide students through staged training in coffee types and preparation, latte art, routine coffee machine cleaning and maintenance, basic food handling, cashless point-of-sale operation, stock handling and rotation, and customer service.
- **Coordinate student participation.** Develop and maintain a rotating roster for before- and after-school shifts so trainees have regular opportunities to practise and trainers have regular opportunities to lead.
- **Recognise student progress.** Set clear milestones for progression from trainee to trainer and acknowledge achievement through initiatives such as Trainee Barista of the Month or school colours, where appropriate.
- **Develop business and enterprise skills.** Help students understand how a small café operates, with a focus on front-of-house responsibilities such as organising orders, managing workflow during busy periods and providing consistent customer service.
- **Maintain program continuity.** Keep induction guides, skills checklists, operating procedures and planning materials for barista and catering activities up to date so each new cohort can build on the work of the previous year.
- **Oversee daily café operations.** Supervise student-led service, coordinate opening and closing routines, and oversee the safe handling and service of simple food options such as muffins and slices. Maintain a safe, organised and welcoming café and coordinate café support for school events as required.
- **Manage stock and cashless payments.** Monitor stock levels, coordinate orders with the Finance team, and work with Finance on point-of-sale settlements and reconciliations as the café moves to cashless service.
- **Improve the café customer experience.** Explore and trial ways to make ordering and receiving café items easier for the school community, such as online ordering, pre-order collection or classroom delivery where practical. Help plan how the café could extend its service to families.

Key Capabilities

- A firm commitment to upholding Southern Cross Grammar's Purpose, Philosophy and Values
- Previous café or catering experience is highly desirable
- Ability to coach young people and build their confidence to take on responsibility
- Understanding of food safety, hygiene and safe café operations
- Strong organisational and time-management skills
- Strong communication and teamwork skills.

Key Working Relationships

- Head of Middle School
- Year 9 trainees and Year 10 trainers
- School staff
- Families and other members of the School Community
- Finance team

Health and Safety

Staff are required to:

- Take reasonable care for their own health and safety and that of other staff who may be affected by their conduct
- Demonstrate awareness of Work Health and Safety issues, and have a working knowledge of the School's health and safety policies and procedures
- Participate in Work Health and Safety related training
- Promote a safe working environment by raising work health and safety concerns in a timely manner and reporting any notifiable incident or health and safety matters to the Principal, or member of the OHS committee.

Child Safety

Southern Cross Grammar is committed to creating and maintaining a child safe environment in which students feel safe and are safe.
All staff are required to:

- Provide students with a child safe environment
- Proactively monitor and support student wellbeing
- Have a working knowledge and understanding of the School's Child Safe Policies and Code of Conduct, and any other policies and procedures relating to child safety
- Undertake training to maintain compliance with all child safety legislation, standards and regulations.

Conditions of Employment

- Southern Cross Grammar is an equal opportunity employer
- Evidence of food handling certification
- Evidence of WWCC
- Completion of National Police Check
- Current Level 2 First Aid and CPR Certificate, Asthma and Anaphylaxis training or willingness to undertake prior to or on commencement of employment
- Salary packaging benefits and professional learning and leadership opportunities
- Employer superannuation contributions as prescribed under the Superannuation Guarantee legislation
- Employment and leave provisions as outlined in the Southern Cross Grammar Enterprise Agreement 2023

Final Statement

The purpose of the position description is to provide an overview of the major tasks and responsibilities of the position. It is not intended to represent the entirety of the position. The incumbent may be requested to perform other work tasks, not specifically stated, and the Executive may modify the position description in consultation with the incumbent from time to time, depending on the operational needs and requirements of the School.