

# Hospitality Lead

Updated November 2018

<b>Position:</b>	Hospitality Lead
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Head of Member Experience & Hospitality
<b>Start date:</b>	ASAP
<b>Probationary period:</b>	6 months from original start date
<b>Location:</b>	Hub Hyde Park
<b>Employment type:</b>	Permanent, full-time
<b>Ordinary hours of work:</b>	<p>Hub cafes and serviced meeting spaces operate from 7.30am to 5.00pm Monday to Friday, and are available for evening events. With operational responsibility you are expected to roster yourself and your team to support the operations as required.</p> <p>You are also required to attend the biannual strategy gathering.</p>
<b>Salary:</b>	To be discussed at interview stage.
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per leave policy

**Role Purpose:**

The purpose of this role is to deliver truly exceptional hospitality experiences to our members and their guests by leading a high performing, professional team, following all prescribed service standards and constantly seeking to go above and beyond for every guest.

**Key Areas of Responsibility:****Key Tasks:**

- Ensure that we go above and beyond for every guest we serve; always look for opportunities to surprise and delight, deliver true 'lovemarks' and make loyal customers out of every single customer
- Lead and motivate the cafe team in ensuring all prescribed Service Standards are followed at all times, and respond to productivity issues efficiently as required
- Undertake initial and ongoing training with the cafe team as required to ensure exceptional service is consistently delivered, and we are constantly growing our team's capabilities
- Oversee stock and loose items management; maintain efficient operational stock levels, minimise and record wastage and breakages, coordinate ordering and liaison with suppliers, process daily invoices and stocktake as requested
- Develop and maintain outstanding relationships with all Hub members in order to ensure we deliver truly outstanding hospitality experience - every guest, every time
- Maintain functional relationships with suppliers to ensure products are delivered as specified, on-time and as required by the business
- Coordinate and deliver consistently amazing serviced meeting, events and catering experiences
- Oversee the cleanliness and organisation of the cafe and cafe areas by maintaining a daily and weekly cleaning checklist, and in ensuring tasks are carried out by the team to the level required
- Communicate maintenance and equipment issues to the FAT as they arise and follow through until completion.

### ***Collaborate with the Hub Australia Team***

- Work closely with the local team to ensure the Clubhouses run seamlessly and members have a great experience at Hub
- Working as a local and national team to collectively support and achieve targets
- Attend and contribute to relevant company meetings
- Communicate effectively with local and national teams to inform them of upcoming events
- Living and breathing our values: Collaboration, Accountability, Resourcefulness, Adaptability, and Beyond Profit.

**In addition to your role leading the cafe team, key tasks for all cafe team members are to;**

- Making consistently amazing coffee that even the most discerning coffee customer would enjoy
- Looking after our guests in following all prescribed Service Standards at all times
- Getting to know each of our members, their name and their favourite coffee
- Providing assistance to events, meeting and catering guests where required
- Following all Health & Safety policies and procedures, legislation, standards and at the direction of your leader
- Maintaining an overview of stock levels, and advise your leader as required for stock ordering
- Keeping on top of industry and cafe trends and offering suggestions to continuously improve our offer.

*\*This role is weighted 90% 'on the floor' and 10% administrative.*

### **Important Metrics:**

- Happy members (as measured through member surveys - Hub Happiness Indicator)
- Cafe revenue against budget
- Daily product wastage against budget

- Ensuring our internal waste percentage is in line with current policies and BCorp certification criteria.

#### **WHAT YOU'LL BE REWARDED WITH:**

- Being a key member of an energetic, dynamic and fun national team
- The satisfaction and challenge of enabling an inspiring and diverse network of over 1000 members nationally and connecting them globally
- Being part of a B-Corp certified company with a vision and plan to make a difference
- Working from one of the coolest workplaces in town