

Barista (Parliament Station / Collins Street)

Position Description

Updated November 2018

Position:	Barista (Parliament Station and Collins Street)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hospitality Manager (Melbourne), Hub Australia
Start date:	ASAP
Probationary period:	6 months from original start date
Salary band	A
Location:	Hub Parliament Station / Hub Collins Street (Melbourne)
Employment type:	Permanent part-time (22 hours per week)
Ordinary hours of work:	Café hours are 07:30 - 16:00 (Mon - Fri). In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of organisations, with over 2500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

Your Role:

As our Barista and a key member of the café team, your key responsibilities are to make consistently killer coffee, deliver delightful guest experiences and go above and beyond for everyone we serve. As part of the café team you're ultimately responsible for everything from a smiling face at the counter to a perfectly extracted coffee delivered to their table.

You will also assist the broader hospitality and space teams to deliver exceptional service when meeting guests and during our events.

Responsibilities:

- 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 and meetings, and catering for guests when required
- Following all health & safety policies and procedures, legislation and standards at the direction of your leader
- Maintaining an overview of stock levels and advising your leader as required for stock ordering
- Keeping on top of industry and café trends, whilst offering suggestions to continuously improve our offer.

Important Metrics:

- Happy members (as measured through member surveys)
- Ensuring our internal waste percentage is in line with current policies and BCorp certification criteria
- The KPI's shall be subject to periodic review. As the company continues to grow and expand, the needs of this role may change with it, such amendments will be added in agreement with you and in accordance of the Act.

What you'll need:

- Min 2 years experience in a similar role
- Excellent interpersonal skills.

What you'll be rewarded with:

- Be a key member of an energetic, dynamic and fun national team who stands for more than their bottom line
- Be part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- A personalised training and professional development program to grow your skills and career
- Be supported to make social and environmental impact with paid volunteer leave each year
- Biannual company-wide conference – these are a lot of fun!

All this while working in one of Hub Australia's beautiful workspaces!

To apply, please send a copy of your resume and cover letter to dave.heays@hubaustralia.com with Barista (Hub Parliament Station) in the headline. We look forward to hearing from you.