

Position Description

Role Title	Hospitality Manager
Reports to	Mackenzie Pastoral Team
Direct Reports	Nil
Department	Mackenzie Pastoral Team
Working Location	Mackenzie Campus
Load	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time: 4 days/week <input type="checkbox"/> Casual <input checked="" type="checkbox"/> Includes Sundays

Purpose of Role
The Hospitality Manager is responsible for the systems and processes that underpin high quality, safe and effective hospitality at all campuses, and the delivery and leadership of hospitality at our Mackenzie Campus via the Beyond Café, staff meetings and special events, and supporting the delivery of hospitality for mid-week ministries.

Primary Relationships	
Internal	Mackenzie Pastoral Team, Operations Team, hospitality volunteer team leaders across all campuses.
External	Gateway members, volunteers and congregants, food service industry suppliers.

Primary Responsibilities	Primary Outcomes	Performance Measure (Quantitative)
Mackenzie Campus Beyond Cafe Management	<ul style="list-style-type: none"> Oversee stock control, budget, ordering and supplier relationships Prepare the Beyond Cafe space, food and beverages for Sunday service Activate and oversee a monthly volunteer baking team to supply the Beyond Cafe Oversee the annual volunteer roster Liaise with volunteer team leaders to ensure effective team communications Work with the Operations team to ensure volunteers are inducted and trained in line with Food Safety legislation Ensure equipment is maintained to comply with our Food Business Licence, reporting any repairs, maintenance or replacement needs to the Facilities Team as required 	<ul style="list-style-type: none"> Volunteer teams provided with full stock supplies Stock control is effective and cost efficient Products are prepared and stored in line with food safety standards Volunteer teams are full Team communication is effective and time sensitive Team Leaders are informed and supported Volunteers are inducted and trained in line with Gateway's policies and procedures Any repairs and maintenance issues are reported in a timely manner
Mackenzie Campus Events and Staff Catering	<ul style="list-style-type: none"> Work with the Executive Assistant to coordinate hospitality requirements for staff events including staff meetings, annual staff retreats and onsite events Work with the Mackenzie Pastoral team to provide and/or support hospitality ministry for mid-week ministries and special events as required 	<ul style="list-style-type: none"> Cost efficient and quality provision of food, beverages and hospitality services that reflect our Gateway values
Central Ordering and Procurement Systems and Processes	<ul style="list-style-type: none"> Maintain and improve standardised ordering and procurement systems, supporting and training all relevant key volunteers as required 	<ul style="list-style-type: none"> Effective ordering procedure Timely, quality deliveries of food services as required by ministries

	<ul style="list-style-type: none"> • Liaise with campus teams to ensure high quality food service and delivery using efficient systems 	<ul style="list-style-type: none"> • Timely and accurate coding for finance system
Volunteer Recruitment and Training	<ul style="list-style-type: none"> • Support and train existing volunteer teams across all campuses to facilitate the delivery of hospitality as required • Raise up a volunteer hospitality team for the Mackenzie Campus to facilitate the delivery of high-quality hospitality for mid-week ministries, funerals and special events as required 	<ul style="list-style-type: none"> • Well-resourced teams mobilised to reflect the heart of welcome at Gateway through the provision of high-quality, cost-efficient hospitality and catering
Workplace Health & Safety – Training and Compliance across all staff and volunteers	<ul style="list-style-type: none"> • Maintain the volunteer induction and training content and program for all hospitality key volunteers • Routine review of food service spaces, equipment and supplies across all campuses, overseeing compliance to food safety standards. 	<ul style="list-style-type: none"> • Current food licenses and compliant hospitality spaces • Formal induction and training procedure for food safety training of all relevant staff and volunteers • Food service spaces, equipment and supplies across all campuses compliant and well maintained. • No avoidable accidents or incidents.

Core Competencies

- Demonstrated understanding of and passion for food and beverage service
- Demonstrated ability to lead and pastorally care for volunteer teams
- Demonstrated ability to work with a diverse team of staff and volunteers
- Demonstrated understanding of church life culture
- Demonstrated level of organisation, effective communication, consultation and interpersonal skills.
- Understanding of WH&S policies and safe work/environment practices.
- Competency in Microsoft Office suite of programs.

Key Characteristics

- Personal & growing relationship with Jesus
- Demonstrated Christlike character
- Regularly attends and is part of the life and community of Gateway Baptist Church

As a Gateway staff team, we value growing intentionally, communicating courageously, achieving collaboratively and encouraging extravagantly.