



Far more than a
museum

Be part of history.

Cafe Supervisor (one vacancy)

Australian Age of Dinosaurs

Full-time contract, 2 March to 20 October 2020

The position may include weekend and public holiday work

We are seeking an individual with

- excellent knowledge of food handling
- good knowledge of work, health & safety practices
- high levels of motivation and energy; and
- a commitment to delivering excellent customer service.

A current manual driver's license and your own vehicle is essential as the Museum is 25km from Winton.

This is an opportunity to work for one of Australia's most innovative and award-winning tourist attractions while gaining invaluable experience in the tourism and Museum industry.

To find out more about the Museum, the positions sought and how to apply, visit

www.australianageofdinosaurs.com

The Job Information Pack and Employment Application Form can be found on the *Employment* page of the website.

Please direct all enquiries to lynda.alcorn@aaod.com.au

Applications will remain open until the position is filled.

Passionate customer focus. Shared curiosity. Fair dinkum integrity. Dynamic evolution.

JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF CAFÉ SUPERVISOR (CONTRACT)

The Australian Age of Dinosaurs Museum of Natural History (the Museum, also known as AAOD) is a relatively young, small museum staffed by people who are passionate about dinosaurs and fossils, Australian natural history and getting visitors involved. The Museum holds the world's largest collection of Australian dinosaur fossils and operates the most productive fossil preparation laboratory in the Southern Hemisphere. The Museum hosts over 20,000 paying visitors annually, mainly self-drive Australian tourists who travel a long way to visit us. Giving them a fascinating experience and encouraging them to be ambassadors for the Museum is important to us.

The Museum has an outstanding location on The Jump-Up, Dinosaur Drive, about 25 km south-east of Winton in Central-West Queensland. With the **Dinosaur Stampede at Lark Quarry Conservation Park** 110k south of Winton and the dinosaur attractions at Richmond and Hughenden, north of Winton, the Museum is a vital part of Australia's dinosaur heritage and dinosaur tourist trail. The Museum is responsible for staffing at the Dinosaur Stampede on behalf of Winton Shire Council.

Three main buildings are on The Jump-Up site: a Laboratory with a visitor waiting room and display area opened in 2009, a Reception Centre with exhibition space (the Collection Room or Type Room), Shop and Cafe opened in 2013 and a Staff & Volunteer Amenities building opened in 2015. Concept design work has been completed for a multi-million dollar project to construct the main Museum building and work has begun on the adjacent Outdoor Galleries.

Visitors pay for hourly, guided tours of the Laboratory and Collection Room, each of approximately 30 minutes in duration. There is a 500 metre walk between the tour sites, or visitors can drive themselves. The first tour is at 9am and the last one is at 4pm. Tours operate seven days a week during the busy tourist season of April to September and six days a week (not Sunday) from October to March.

Bus tour groups – tourists and schools – are generally taken on separate tours operating on the half-hour. Some will have morning or afternoon tea and the Museum also offers tourist groups an evening meal which can be either a BBQ or deluxe dinner. As some night work is required, rosters are adjusted so that staff members working in the evening start work in the middle of the day.

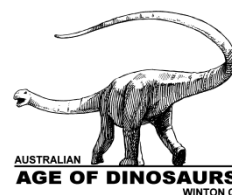
Australian Age of Dinosaurs is headed by a Board, Executive Chairman and management team. It employs about a dozen staff for most of the year on a full-time or part-time basis with occasional casual support. The staff are assisted greatly by members of the public who pay to attend the annual Dig-A-Dino program and participate in the Prep-A-Dino program, learning how to prepare dinosaur bones ready for research and display. After completing and passing a 10-day "prep" course, these people become Honorary Technicians and many return every year to spend at least a week volunteering in the Laboratory. Research on the dinosaur fossils is undertaken by our own field palaeontologists along with experts from Australian and international universities and museums.

Please take some time to explore:

- the Museum at www.australianageofdinosaurs.com
- Winton at <http://www.experiencewinton.com.au/> and <http://www.winton.qld.gov.au>
- The Dinosaur Stampede at <http://www.dinosaurtrackways.com.au/>
- Australia's Dinosaur Trail at <http://www.australiasdinosaurtrail.com/>

Please be aware that this is a remote area that experiences very high summer temperatures and occasional frosts in winter. While there is a small airport at Winton with a twice-weekly service, the nearest airport with daily services is at Longreach, a 175 km drive. Winton is an area of approximately 1,300 people with an attractive and active town which includes a gym, public

swimming pool, several hotels and cafes, several grocery stores, a library, a range of retail outlets, Australia Post shop including Westpac services, a National Bank, St. Patrick's School (co-ed, prep to year seven) and Winton State School (co-ed, prep to year 12).



JOB DESCRIPTION

Date:	January 2020
Job title:	Café Supervisor (fixed term)
Responsible to:	Operations Manager (Note: this role is supervised by the Museum Services Supervisor when the Operations Manager is not on duty/available)
Responsible for:	Café Assistant (fixed term)
Supervision of:	Any other staff members while they are working in the Museum Café, including the Reception/Café Assistant (fixed term), whether they are rostered for duty or helping for a brief time
Key relationships:	Café Assistant (fixed term) Reception/Café Assistant (fixed term) Museum Services Supervisor Operations Manager Finance Manager Tour Guides Museum visitors, in particular Museum Café customers

1. Job context

The **Australian Age of Dinosaurs Museum of Natural History** (the Museum, also known as AAOD) is a not-for-profit museum based in Winton, regional Queensland. Its purpose is to discover, prepare, interpret and display dinosaur fossils and tell the story of Australia's natural history. The Museum is dedicated to delivering a world-class attraction that educates and inspires its visitors, providing them with a unique Australian experience. AAOD has the world's largest collection of Australian dinosaur fossils and the most productive fossil preparation laboratory in the Southern Hemisphere. The Museum is open six days a week from October to March (Summer Hours) and seven days a week from April to September (Winter Hours) excluding Christmas and New Year closures.

The Museum is also contracted by Winton Shire Council to manage the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park), a Queensland Parks and Wildlife Service site. The Park represents the most concentrated site, and only definitive record, of dinosaur stampede behaviour in the world. Situated 110km south-west of Winton, this visitor attraction is the largest trace-fossil site in Australia. The Park is open the same days as the Museum with educational tours of the dinosaur trackways being delivered for members of the public up to six times a day.

2. Job purpose

The position of **Café Supervisor** (fixed term) exists to:

- Co-ordinate Museum Café operations
- Be a Reception Centre point of contact
- Assist with Reception Centre cleaning duties
- Support Museum operations.

3. Key output areas

The following key output areas represent the responsibilities of the job holder. From these, agreed performance standards will be established and monitored. These key outputs are not exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

1. Co-ordinate Museum Café operations

This will be achieved by

- being responsible for those aspects of the Museum Café's operations as delegated and explained by the Museum Services Manager and include:
- being familiar with the detailed Café Procedures and Reception Centre Procedures
- ensuring excellent customer service and high customer satisfaction, while maximising sales and minimising expenses, shrinkage, and water and electricity use
- training and supervising the Café Assistant (fixed term) and any other staff members rostered for duty in the Museum Café or helping for a short time, including allocating and monitoring tasks; discussing any staff-related issues with the Museum Services Manager
- monitoring the condition and levels of perishable stock, and cleaning and other supplies, and ensuring that adequate supplies are on hand, both in the Museum Café and in storage
- preparing orders for the Museum Services Manager to process, checking and signing off orders on delivery
- performing spot checks and end-of-month checks on stock levels and reporting same
- being mindful of and keeping up-to-date with safe food-handling best practices including use-by and best-by dates and fridge/freezer temperatures; ensuring the Museum's procedures are adequate, documented and adhered to
- being knowledgeable of work health and safety laws and practice, maintaining a healthy and safe environment and contributing to regular work health and safety audits
- being knowledgeable about the Museum Café's food and beverage offerings, prices and presentation and recommending adjustments
- ensuring stock in display fridges and freezers is maintained
- preparing hot and cold drinks and food for service as required, including providing counter and table service as appropriate and in a timely fashion
- assisting with the preparation, set up, delivery and clean up for evening BBQs and other special events
- ensuring that the Museum Café counter, kitchen, table areas, storage areas, fridges, freezers, cupboards, shelving and equipment are kept clean and tidy at all times
- ensuring the Cash Handling Policy and Procedures are followed, particularly with regard to trading operations in the morning, during the day and at the end of the day
- adding up the cost of visitors' orders accurately, processing payments efficiently and always ensuring that the correct cash change is given
- overseeing the care of the Museum Café equipment, glassware, cutlery, crockery and other items and advising the Museum Services Manager if anything needs maintenance, replacing or other attention

<ul style="list-style-type: none"> determining when food items need to be written off, advising the Museum Services Manager and ensuring that appropriate disposal is agreed and implemented monitoring appropriateness of and adherence to all procedures in place and discussing any concerns or recommendations for change with the Museum Services Manager.
<p>2. Be a Reception Centre point of contact This will be achieved by:</p> <ul style="list-style-type: none"> providing a warm and friendly welcome to visitors at the Reception Desk, explaining ticketing options and selling tickets treating all visitors with respect and sincerity operating the electronic point-of-sale system and selling souvenirs monitoring and ensuring that the area is kept tidy and projects a professional image keeping accurate records of visitor and group numbers using the daily sales sheet answering the information line and provide knowledgeable and helpful advice to callers listening to visitors carefully, asking clarifying questions if necessary and speaking clearly being mindful of the small services that can be provided to visitors to help them enjoy their Museum experience and exceed their expectations treating any complaints positively and gratefully and remedying the problem whenever possible; notifying the Museum Services Manager of any complaints made and praise offered by visitors maintaining a high standard of personal hygiene and personal presentation.
<p>3. Assist with Reception Centre cleaning duties This will be achieved by:</p> <ul style="list-style-type: none"> assisting with cleaning including but not limited to dusting stock, mopping floors, removing cobwebs, sweeping paths, cleaning toilets and hand basins, filling toilet supplies, vacuuming the office area following checklists for the opening and closing of the Reception Centre reporting any maintenance issues and monitoring stationery supplies completing any administrative tasks accurately and promptly.
<p>4. Support Museum operations This will be achieved by:</p> <ul style="list-style-type: none"> being aware of and following the Museum's work health and safety requirements, and watching out for hazards, at all times – for visitors, staff and yourself adhering to the Museum policies, procedures, house rules and checklists at all times and contributing to the continuous improvement of these documents participating in Museum training as required Taking part in performance reviews as required assisting with the care and maintenance of the Museum buildings and grounds as required assisting with other duties as required, especially during any periods of low visitor attendance.

<p>4. Profile of an ideal Café Supervisor (fixed term)</p>

The following job competencies, qualifications and experience represent an ideal applicant.
It is recognised that not all candidates will meet all criteria.

(a) Job competencies

Knowledge

- An interest in or knowledge of the hospitality industry including cafés, coffee making, food preparation and presentation, and safe food-handling requirements
- An understanding of excellent customer service
- An interest in or knowledge of palaeontology, natural history and Earth sciences would be highly regarded

Skills and abilities

- Well-spoken, well-presented, friendly and polite
- Excellent communications skills and practice
- Able to effectively co-ordinate and supervise support staff in a supportive and consistent way
- Able to deliver excellent customer service
- Able to train support staff in all aspects of their roles, including excellent customer service, and to be a role model to them at all times
- Able to work calmly and efficiently in a busy environment and seek out tasks when it is quiet
- Effective and efficient organisational skills
- Numerical abilities appropriate to the role, including ordering, end-of-day reconciliations and record-keeping

Behaviour

- Reliable, flexible and willing to help out as required with group tours and events on public holidays, weekends and evenings
- Enthusiastic and energetic
- Emotionally intelligent with a professional approach to workplace relationships
- Willing to support and help other staff members when required
- Open to receiving constructive feedback and treat it positively
- Willing to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

(b) Qualifications

The position will require:

- Food Safety Certificate level 2, to be maintained during employment
- A barista or other similar qualification would be highly regarded
- Customer Service certificate would be highly regarded
- Responsible Service of Alcohol certification

(c) Experience

The preferred experience is:

- Front-line customer service and retail experience, particularly in a museum, cultural facility or not-for-profit organisation
- Experience using an electronic point-of-sale system
- At least two years of similar work experience

Note: As the Museum is located 25 km from Winton, the Café Supervisor is required to have his/her own car and a current P class or full licence.

5. Conditions of employment

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer of Employment and include a three-month probationary period with formal monthly reviews. The hours can be worked on any day of the week, including weekends and public holidays, with hours rostered each week. Work will incur the normal hourly rate of pay, except on Sundays when time-and-a-half will apply. Any work on public holidays will be paid at the normal hourly rate and will, in addition, accrue time-in-lieu at 1.5 times the normal hours worked to be taken at a later date. Any additional hours worked above 38 hours per week will be accrued as time-in-lieu. Some provisions in the standard Letter of Offer of Employment are variations to the Amusement, Events and Recreation Award, as permitted by clause 7.1 Award Flexibility.

This recruitment is for:

- one full-time position (38 hours a week) on a contract basis with a preferred start date of 2 March 2020 and ending on 20 October 2020

No relocation allowance is available. The successful applicants may be offered up to two weeks' accommodation in the on-site Maloney Lodge, at \$15.00 per day, while they find suitable accommodation in Winton and should be aware that this offer can only be made if a room is available.

Due to the staffing demands of the busy tourist season, annual leave applications are unlikely to be approved for time off from late June to early October, particularly during school holidays.

Comprehensive initial and on-going training is provided to enhance communication skills, customer service delivery techniques and operation of equipment.

6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Café Supervisor position is classified as Grade 4 with an adult hourly rate of \$22.70.

Superannuation is paid at the rate required by law, currently 9.5% of ordinary hours or work wages.

The full text of the Award can be found on the Fair Work Commission website at <http://www.fwc.gov.au/>

7. Applications

Written applications are invited and applicants should provide:

- a Curriculum Vitae (maximum three pages)
- if possible, a photo or brief video clip or links to same
- one written reference from a previous employer who is not a friend or family member
- the names and contact details (address, day-time telephone and email) for at least two people who are willing to assess your suitability for the position if they are contacted on a confidential basis.

Applications are assessed against the criteria in the Job Description. To make the most positive impression, you are also invited to submit a self-assessment as to your suitability for the position.

Your application, with attached documents, should be marked '**Confidential – Café Supervisor**' and sent to:

lynda.alcorn@aaod.com.au

or

Lynda Alcorn
Operations Manager
Australian Age of Dinosaurs Museum
PO Box 408, Winton, Queensland 4735

Applications will remain open until the position is filled.