

# Cafe Manager Job Description

A comprehensive job description template  
for Australian cafe businesses

Business Name: \_\_\_\_\_

Location: \_\_\_\_\_

Employment Type: \_\_\_\_\_

Reports To: \_\_\_\_\_

Date: \_\_\_\_\_

## DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, cafe size, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

## Table of Contents

---

|                                    |   |
|------------------------------------|---|
| 1. Position Overview               | 3 |
| 2. Key Responsibilities            | 3 |
| 3. Required Skills and Attributes  | 5 |
| 4. Qualifications and Requirements | 6 |
| 5. Working Conditions              | 6 |
| 6. Award Information               | 7 |
| 7. Expected Behaviours             | 7 |
| 8. Application Process             | 8 |

## 1. Position Overview

---

### 1.1 Position Title

Cafe Manager

### 1.2 Position Summary

The Cafe Manager is responsible for the overall operation of the cafe, including staff management, customer service excellence, financial performance, inventory control and compliance with food safety and workplace regulations. This leadership role requires strong barista skills combined with business acumen and the ability to build and motivate a high-performing team.

The position involves hands-on work during service periods, strategic planning for business growth, and ensuring the cafe maintains its reputation for quality coffee, food and customer experience. The manager acts as the primary operational leader and reports directly to the owner or senior management.

### 1.3 Reporting Structure

This position reports to:

- Cafe Owner / Business Owner
- Area Manager (for multi-site operations)
- General Manager (if applicable)

### 1.4 Employment Type

This position is typically offered as:

- Full-time permanent (38 hours per week)
- Part-time permanent (minimum 25 hours per week)

## 2. Key Responsibilities

---

### 2.1 Daily Operations Management

- Oversee all aspects of daily cafe operations
- Ensure smooth service delivery during all trading hours
- Manage opening and closing procedures
- Maintain high standards of product quality, presentation and service
- Monitor and optimise workflow efficiency
- Respond to operational issues and implement solutions
- Ensure adequate staffing levels for all shifts

### 2.2 Staff Management and Leadership

- Recruit, interview and select new team members

- Onboard and train new staff in cafe procedures, coffee preparation and customer service
- Create and manage staff rosters to meet business needs
- Conduct regular team meetings and briefings
- Provide ongoing coaching and performance feedback
- Conduct formal performance reviews
- Address performance issues and implement improvement plans
- Manage staff conflicts and maintain positive team culture
- Process payroll and manage timekeeping

### 2.3 Inventory and Supply Management

- Monitor stock levels and place orders with suppliers
- Maintain relationships with coffee roasters, food suppliers and service providers
- Negotiate pricing and payment terms where appropriate
- Receive and check deliveries for quality and accuracy
- Implement stock rotation and waste minimisation procedures
- Conduct regular stocktakes and reconcile inventory
- Control food and beverage costs within budget parameters

### 2.4 Customer Service and Relations

- Ensure consistently excellent customer service from all staff
- Engage with customers and build regular customer relationships
- Handle customer complaints professionally and resolve issues
- Gather and act on customer feedback
- Maintain the cafe's reputation in the local community
- Manage social media presence and respond to online reviews

### 2.5 Financial Management

- Process daily cash and card transactions accurately
- Reconcile daily takings and prepare banking
- Maintain float and cash handling security
- Monitor sales performance against targets
- Control labour costs and manage rostering within budget
- Prepare and review financial reports including sales, wages and stock costs
- Identify opportunities to improve profitability
- Contribute to budgeting and financial planning

### 2.6 Coffee and Quality Standards

- Maintain expert-level barista skills and coffee knowledge

- Prepare coffee during service periods as needed
- Train and develop barista skills in team members
- Ensure consistency in coffee preparation and presentation
- Calibrate and maintain espresso equipment
- Monitor coffee bean freshness and grinder settings
- Stay updated on coffee trends and industry developments

## 2.7 Compliance and Safety

- Ensure compliance with food safety regulations and standards
- Maintain Food Safety Supervisor responsibilities
- Implement and monitor workplace health and safety procedures
- Ensure staff comply with RSA requirements where applicable
- Maintain required licences, permits and certifications
- Conduct regular safety inspections and risk assessments
- Report incidents and maintain incident records
- Ensure compliance with employment laws and award conditions

## 2.8 Venue Presentation and Maintenance

- Maintain high standards of cleanliness and hygiene
- Ensure equipment is properly maintained and serviced
- Coordinate repairs and maintenance with contractors
- Manage cafe presentation, displays and merchandising
- Implement seasonal decor and promotional displays

# 3. Required Skills and Attributes

---

## 3.1 Essential Skills

### Leadership and People Management

Proven ability to lead, motivate and develop a team. Strong interpersonal skills, emotional intelligence and conflict resolution capabilities. Experience with recruitment, training and performance management.

### Coffee Expertise

Expert barista skills with deep understanding of coffee preparation, extraction principles, milk texturing and latte art. Knowledge of coffee origins, roasting profiles and brew methods. Ability to train and mentor baristas.

### Business and Financial Acumen

Understanding of cafe profitability drivers including cost of goods sold, labour cost percentage and gross profit margins. Ability to read and interpret financial reports. Competency in budgeting and cost control.

### Customer Service Excellence

Strong commitment to customer satisfaction with ability to build rapport and handle difficult situations professionally. Focus on creating positive customer experiences and building loyalty.

### Operational Excellence

Strong organisational skills with ability to manage multiple priorities. Attention to detail in quality standards, presentation and compliance. Efficient workflow management during peak periods.

#### Communication

Clear verbal and written communication skills. Ability to give constructive feedback, delegate tasks effectively and maintain professional relationships with staff, customers and suppliers.

### 3.2 Personal Attributes

- Professional presentation and conduct
- Positive, energetic and solutions-focused attitude
- High level of integrity and accountability
- Resilience and ability to work under pressure
- Flexibility to work early mornings, weekends and public holidays
- Passion for coffee culture and hospitality excellence
- Commitment to continuous learning and improvement
- Strong work ethic and reliability

## 4. Qualifications and Requirements

---

### 4.1 Mandatory Requirements

- Food Safety Supervisor certificate (required for most Australian states)
- Responsible Service of Alcohol (RSA) certificate if the cafe serves alcohol
- Proven barista skills with minimum 2 years coffee preparation experience
- Minimum 1-2 years in a supervisory or management role in hospitality
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Availability to work early mornings, weekends and public holidays

### 4.2 Desirable Qualifications

- Certificate III or IV in Hospitality Management
- Current first aid certificate
- Advanced barista certifications or coffee roasting knowledge
- Experience with cafe point-of-sale and roasting systems
- Bookkeeping or financial management training
- Social media and marketing experience
- Previous experience in specialty coffee venues

### 4.3 Experience

Candidates should have at least 3-4 years experience in hospitality including minimum 2 years in a supervisory or management role. Previous experience managing a cafe or similar quick-service venue is highly desirable. Proven track record of team leadership, financial management and operational excellence is essential.

## 5. Working Conditions

---

### 5.1 Hours of Work

- Early morning starts (typically 5:30am-6:30am for opening shifts)
- Full-time hours typically 38-45 hours per week
- Regular work on weekends and public holidays
- Shift lengths typically range from 6 to 10 hours
- Flexibility required to cover staff absences and peak periods

### 5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Lifting and carrying supplies and equipment (up to 15kg)
- Bending, reaching and stretching during service and stocking
- Working at a fast pace during peak breakfast and lunch periods
- Manual dexterity for coffee preparation and food handling

### 5.3 Work Environment

- Indoor cafe environment
- May include outdoor seating areas
- Exposure to coffee machine steam, heat and espresso equipment
- Noise from grinders, espresso machines and busy service periods
- Close interaction with customers, staff and suppliers
- Responsibility for venue security and cash handling

### 5.4 Uniform and Presentation

- Professional attire as specified by venue (uniform or dress code)
- Neat and tidy personal appearance required
- Closed-toe, non-slip footwear required
- Minimal jewellery and food-safe nail presentation
- Hair tied back and clean-shaven or neat facial hair

## 6. Award Information

---

### 6.1 Modern Award Coverage

This position is typically covered by the Restaurant Industry Award 2020 (MA000119). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in restaurants, cafes, catering and similar hospitality businesses.

## 6.2 Classification Level

Cafe managers are generally classified under the award as:

- Level 4: Supervisory role with responsibility for a section or shift
- Level 5: Management role with full operational responsibility for the venue

The specific classification level will be determined based on the scope of responsibilities, size of the operation and level of autonomy in decision-making.

## 6.3 Remuneration

Cafe managers may be remunerated as:

- Hourly rate with penalty rates for weekend and public holiday work
- Annual salary that compensates for all hours worked including penalty rates

The employment contract should clearly specify whether the manager receives penalty rates or an all-inclusive salary. Refer to the Restaurant Industry Award for current minimum rates.

## 7. Expected Behaviours

---

### 7.1 Professional Conduct

- Demonstrate leadership through example and positive behaviour
- Treat all staff, customers and suppliers with respect and courtesy
- Maintain confidentiality regarding business information, finances and staff matters
- Follow and enforce all cafe policies and procedures
- Represent the business positively in the community
- Communicate proactively with ownership/management
- Take accountability for cafe performance and outcomes

### 7.2 Service Standards

- Maintain unwavering commitment to quality in all aspects
- Lead by example in customer service excellence
- Ensure consistency in product quality and presentation
- Respond promptly and professionally to customer feedback
- Foster a welcoming atmosphere for all customers
- Continuously seek ways to improve the customer experience

### 7.3 Team Leadership

- Create a positive, supportive and inclusive team culture
- Provide clear direction and expectations to staff
- Recognise and celebrate team achievements

- Address performance issues promptly and fairly
- Encourage open communication and staff feedback
- Invest in staff development and skill building
- Support work-life balance where operationally feasible

#### 7.4 Business Focus

- Take ownership of financial performance and profitability
- Identify and implement cost-saving opportunities
- Monitor key performance indicators and take corrective action
- Think strategically about business growth and improvement
- Stay informed about industry trends and competitor activity
- Contribute ideas for menu development and innovation

## 8. Application Process

---

### 8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting management experience and achievements
- Cover letter addressing your management philosophy and relevant experience
- Copies of relevant certificates (Food Safety Supervisor, RSA, etc.)
- Contact details for at least two professional referees

### 8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to discuss experience, skills and management approach
- Practical assessment including barista skills demonstration
- Second interview to discuss business scenarios and problem-solving
- Trial shift (paid) to assess practical skills and team fit
- Reference checks with previous employers

### 8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

## Position Acknowledgement

---

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

---

For Business Owner Use Only

Owner/Manager Name: \_\_\_\_\_

Owner/Manager Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_