

**Westvic Staffing Solutions** Apprenticeship Employment Network Operations originated in 1984 as a not for profit, community-based company and has since evolved as a leading regional provider of employment and training services throughout Victoria.

Our services are professionally delivered by dedicated staff, committed to:

- Delivering quality employment and training services to the community
- Increasing the trade and vocational training and employment capacity of the South West Region
- Providing a bridge between school and employment

### **What is Apprenticeship Employment Network?**

Apprenticeship Employment Network is an arrangement whereby Westvic Staffing Solutions employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses called host employers, while they are undertaking their training.

It is a unique form of labour contract in which in which Westvic Staffing Solutions (the employer) provides no work directly but does so through leasing the Apprentice / Trainee to one or more host employers.

Westvic Staffing Solutions acts as the primary employer and:

- Carefully selects the Australian Apprentice
- Manages the Training
- Takes responsibility for all administration connected with wages, allowances, superannuation, and workers compensation, personal / annual leave and other employment benefits.
- Rotates the Australian Apprentice from business to business, where necessary to ensure that each Australian Apprentice receives a broad range of training and experience.

Australian Apprentices employed by Westvic Staffing Solutions have the security of continuing employment throughout the training period and support from their Apprentice/Trainee Consultant.

### **What is an Australian Apprenticeship / Traineeship?**

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from certificate 2 level through to a diploma. Training can be in the form of “off the job” at a Registered Training Organisation (RTO) or delivered in the workplace.

### **What is a Training Agreement?**

Australian Apprenticeships / Traineeships operate on the basis of a formal Training Agreement between the employer (Westvic Staffing Solutions) and the Australian Apprentice / Trainee and explain the Apprentices / Trainees obligations to the employer and the employer’s obligations to the Apprentice / Trainee.

Training agreements are registered with the Victorian Registrations and Qualifications Authority (VRQA) via an Australian Apprenticeship Support Network.

## Position Description

### Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name:

Date PD Issued: 13/12/2021

Position: Store Manager

Host Employer: Zambrero Warrnambool

Supervisor:

Host Employer Address: 71 Liebig St, Warrnambool

Westvic Staffing Solutions Apprentice/Trainee Consultant: Julie McDougall

### Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

### RESTAURANT MANAGER | HAPPY. HEALTHY. HUMANITARIAN.

- Fun, friendly culture
- Fast growing brand
- Great development opportunities

Take the next step in your career with a company that loves its people and loves to give back

### About Zambrero

Zambrero is Mexican with a Mission. We are a quick service restaurant that was founded in 2005 by philanthropist and entrepreneur Dr Sam Prince and have quickly grown to become Australia's largest Mexican franchise.

At Zambrero, we source the best ingredients which are prepared and served in an exciting, fast paced and dynamic environment. Our food not only feeds our customers but through the Plate 4 Plate initiative we donate a plate of food to someone in need for every burrito or bowl purchased.

### Restaurant Manager

We have an exciting opportunity available for an energetic restaurant manager who is ready to lead our team and grow their career.

As a Restaurant Manager, you will be responsible for setting the highest standard in all areas of the restaurant including the customer experience, the workplace culture and the financial results.

- You will train, develop and drive the team to deliver positive and memorable customer experiences.
- You will ensure food is prepared, presented and served to the highest standard.
- You will be passionate about building a positive culture within the restaurant– focused on exceptional customer service, working together, helping those in need and making Zambrero an enjoyable place to work.

### **Position Duties**

This diverse role involves variety of responsibilities including but not limited to:

- Leading the restaurant team in efficient day to day operations
- Being a role model for the standards and behaviours consistent with the Zambrero values and culture
- Ensuring great-tasting, high-quality food is served and exceptional customer service is maintained at all times
- Listening to customer feedback and consistently working to ensure positive customer experiences
- Identifying talent, interviewing and hiring new team members
- Inducting and on-boarding of new team members
- Training, developing and cross-training of all team members, supervisors and assistant managers
- Completing staff performance reviews and driving a culture of continuous improvement
- Management of staff including rostering, shift changes and team meetings
- Resolving any employee issues including grievances, disciplinary action
- Ordering of stock from various suppliers
- Office administration duties such as paperwork, banking, cash handling, payroll and reviewing policies
- Compiling, preparing and maintaining profit and loss statements, budgets and cost controls with regard to cost of goods and labour
- Managing daily and weekly cleaning of the production areas, dining room and general restaurant
- Executing marketing promotions
- Ensuring safety and security standards are recognised and upheld, and that employees are effectively trained in Workplace Health and Safety

### **Key Selection Criteria**

Suitable candidates with the following skills, experience and qualities are encouraged to apply:

- Previous restaurant management experience
- Passionate about our humanitarian values and ready to make a difference
- Positive, happy and smiling – able to build on the great workplace culture and provide exceptional customer service
- An engaged and energetic team player – celebrates shared success and willing to go the extra mile to help the team
- Ability to speak clearly and listen attentively to both customers and colleagues
- Ability to maintain a professional, well-groomed and neat appearance at all times
- Ability to multi – task and adapt to changing customer levels as required
- Ability to adapt and succeed in a fast paced environment
- Knowledge and experience of cash handling policies and procedures
- Ability to accurately execute office administration tasks and duties
- RSA and food safety certified

Our Management positions offer significant development opportunities and ongoing challenges as we continue to grow. For further information regarding Zambrero including our vision, team and founder, please refer to our website [www.zambrero.com](http://www.zambrero.com).

All applications will be considered in professional confidence. To register your interest for the Restaurant Manager role, please submit your application today

**Additional Information**

- Hours Per Week:
- Days per Week: Mon - Fri
- Award / Agreement:
- Superannuation:
- Gross Commencement Hourly Rate:
- Registered Training Organisation:
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Copy to:  Employee

Host Employer

Main File

**Position Description Acknowledgement**

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name:

Employee Signature:

Date:

**HOST EMPLOYER:**

Host Employer Name:

Host Employer Signature:

Date:

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Name:

Westvic Staffing Solutions Signature:

Date: