# Position Description | Te whakaturanga ō mahi

# **Health New Zealand | Te Whatu Ora**

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| Title | Supervisor (Front of House) |
| Reports to | Team Leader (xxx) |
| Location | (xxx)  |
| Department | Food Services |
| Date | 1 August 2025 |
| Job band  | E tu Service & Food Workers – Group C Supervisor |

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

## Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

**Rangatiratanga** – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

* caring for the people
* recognising, supporting and valuing our people and the work we all do
* working together to design and deliver services, and
* defining the competencies and behaviours we expect from everyone.

**Supervisor – Front of House**

**About the role**

 As a Supervisor, your main job is to support and guide the (xxx) team every day. You'll make sure everything runs smoothly, customers get great service, and we follow all food safety and operational standards. You help your team do their best work, on time and with a focus on our customers. This all helps us provide an excellent customer experience and supports our main business goals.

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| Key Result Area | Expected Outcomes / Performance Indicators |
| **Team Supervision** | * Check and ensure timesheets are completed daily.
* Work with the Team Leader to make sure we have enough staff rostered.
* Help cover breaks and absences for your team.
* Make sure staff clearly understand their roles, our expectations, and what they need to do.
* Welcome and induct new staff, temporary staff, contractors, and visitors, ensuring they know our operating standards.
* Coach and support your team to learn and improve.
* Deal with inappropriate behaviour quickly and fairly.
* Ensure team members feel supported to do their jobs well.
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| **Café Operations** | * Always ensure customers have a quality experience and adjust to their needs.
* Make sure all staff follow our processes, policies, and procedures.
* Ensure POS and app systems work well and check for issues daily.
* Accurately fill out cash reconciliation and do banking daily, following our cash and stock policy.
* Use only approved ordering methods to control waste.
* Check incoming goods, rotate them (first in, first out), and perform quality checks daily.
* Complete waste control records every day.
* Maintain high standards for food preparation, storage, and quality.
* Check food and coffee quality often, ensuring high standards and quick service.
* Regularly check supplies, equipment, and work areas to ensure they are clean and working.
* Follow visual merchandising standards (how everything looks).
* Collect, check, and submit stock orders before supplier deadlines.
* Complete accurate stocktake for your area on the 28th of each month.
* Complete stock transfers weekly.
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| **Te Tiriti o Waitangi & Equity** | * You help make sure everyone is treated fairly, no matter who they are.
* You show respect for all people and different cultures.
* You understand that we are working to help Māori have better health outcomes, and you support this goal in your work.
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| **Culture and People Leadership** | * Understand how your own culture impacts how you work with others.
* Treat everyone fairly and with respect, making sure everyone feels included.
* Adjust how you communicate to suit different people, especially those with literacy, digital learning, or English as a second language challenges.
* Live our organisational values consistently in your daily work.
* Help create a positive team culture by being involved and leading by example.
* Act positively and professionally with co-workers and stay calm under pressure.
* Guide your team to manage their work so everything runs smoothly, even when busy.
* Conduct staff meetings weekly.
* Attend daily supervisor catch-ups to stay connected and share information.
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| **Innovation & Improvement** | * Solve issues resourcefully, talking with your team leader when needed.
* Help with changes and look for ways to make our service better.
* Be open to new ideas and encourage your team to share their ideas for improvement.
* Try new approaches, learn quickly, and adapt fast.
* Stay updated on best practices by connecting with others in the industry.
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| **Collaboration and Relationship Management** | * Build and maintain good working relationships with your manager, team leader, café teams, customers, and suppliers.
* Communicate clearly and positively with your team leader about problems, fixes, and team performance.
* Have weekly catch-ups with your manager.
* Review monthly performance targets (KPIs) with your manager to see how the café is doing.
* Be a good team player and work well with others.
* Build strong relationships with café teams.
* Work effectively with suppliers, contractors, and internal customers.
* Work with leaders to make sure operations align with bigger organisational goals.
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| **Health & Safety** | * Wellbeing, Health & Safety is promoted within the team.
* Work with Health & Safety Representatives to find and manage risks.
* Model and maintain food control plan, hygiene, and food safety practices, keeping records updated daily.
* Regularly check equipment (e.g., monthly) and tell your team leader about problems for repairs.
* Complete "Safety 1st" forms when required.
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| **Compliance and Risk** | * Ensure all staff follow processes, policies, and procedures.
* Keep information, processes, and records tidy and updated to support audits and keep the business running smoothly.
* Make good, honest choices when using resources, avoiding waste.
* Follow all steps for managing allergens.
* Collect and give End of Month paperwork to the team leader monthly.
* Follow all laws, rules, policies, and your employment agreement.
* Ensure cafés fully comply with health and safety and Food Control Plan rules.
* Follow all HNZ policies, procedures, and infection control standards.
* Take responsibility for reporting, managing, and reducing risks.
* Understand and work within the financial and operational limits of your role.
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## Matters which must be referred to the Team Leader

* Approval for purchases.
* Pricing adjustments or changes to the menu/product offerings.
* Significant staff performance issues requiring formal disciplinary action.
* Complex customer complaints that you cannot resolve.
* Significant Health & Safety incidents or identified risks requiring immediate attention or external reporting.
* Changes to rosters that impact overall staffing levels or require overtime approval.
* Leave requests that are outside standard policy or create significant operational challenges.
* Any media inquiries or external communication requests.
* Major equipment malfunctions requiring external repair.

## Relationships

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| External | Internal |
| * Union Representatives
* Staff, visitors, patients, their whānau and advocates
* ITO providers
 | * WellFood staff, HNZ staff
* Commercial Support Services leadership and staff
* Health & Safety
* People & Communications
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## About you – to succeed in this role

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| **You will have** | **Essential:*** At least 1-2 years' experience in a supervisory role, ideally in a café or retail food service, including team supervision.
* Proven experience in café operations, including POS systems, cash handling, opening/closing, and stock management.
* Demonstrated understanding of and commitment to food safety rules and hygiene.
* Basic computer skills for record keeping and communication; confident with Microsoft Suite and relevant café software (e.g., rostering, inventory, POS).
* Proven ability to provide excellent customer service and effectively resolve customer issues.

**Desired:*** Relevant qualification in Hospitality, Retail, or Frontline Management (e.g., NZQA Level 3 or 4 equivalent).
* NZQA Assessor certification.
* Basic barista skills and knowledge of coffee preparation.
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| **You will be able to** | **Essential:*** Take care of own physical and mental wellbeing, and have the stamina needed for a busy cafe environment.
* Help individuals and the team do their best work to achieve our vision and goals.
* Build and maintain positive working relationships with people at all levels, customers, and suppliers.
* Demonstrate a strong drive to deliver results and take personal responsibility for outcomes.
* Demonstrate self-awareness of your impact on others and continuously work on improving your leadership skills.
* Maintain high standards of personal and professional behaviour (commitment, loyalty and integrity).
* Resourcefully solve issues while communicating effectively with the team leader.
* Provide leadership and guidance to a busy team, organising workloads effectively under pressure.
* Maintain composure in a fast-paced and demanding environment.

**Desired:*** Communicate clearly (verbally and in writing) with diverse audiences, including those with low literacy or English as a second language.
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*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*