

Community Enterprise – Noodle Bar - Manager

Project Respect supports women in the sex industry, providing outreach, individual casework, and peer support, using a strengths-based model of work. We are launching an exciting project to train and employ women who have been held in situations of sexual servitude and other women wanting to exit the sex industry in a community enterprise noodle bar. This is Australia's first community enterprise for survivors of sexual servitude and will provide women a real opportunity to access long-term, safe employment!

Applications are sought from people with experience in managing a successful hospitality business and a commitment to promoting social justice to establish and manage the noodle bar. The Noodle Bar will be established in Melbourne.

This is a fantastic opportunity for a motivated individual to set up the community enterprise with full funding already available for core operations for the first year! Your work will not only promote the rights and recovery of a disadvantaged group of women but will also contribute to the long-term sustainability of Australia's first organisation to support survivors of sexual servitude (trafficking).

Responsibilities include employing and training women; ensuring that their emotional welfare is attended to; overseeing the daily operations of the Noodle Bar; ordering supplies and training the staff in this; expanding the Noodle Bar, responding to market trends; and financial accountability and meet business plan targets.

Written applications should include a statement addressing each key selection criteria separately, a resume and names of two employment referees. Preferred format is .pdf (Adobe) or .ods (OpenOffice), then .doc (Microsoft Word), and please use standard fonts (not Vista's fonts such as Calibri and Cambria). The successful applicant will be required to undergo a Police check.

Applications close **9th April 2010** and should be forwarded to

Nina Vallins
Project Respect Executive Director
PO Box 1323
Collingwood 3066

or

info@projectrespect.org.au

Position description

POSITION TITLE	Operations Manager, Noodle Bar
FULL-TIME/PART-TIME	1 EFT
CERTIFIED AGREEMENT	Hospitality Industry Award, 2010
REPORTS TO	Noodle Bar Advisory Committee
CONTACT DETAILS	9416 3401, info@projectrespect.org.au

1 Project Respect

Project Respect is a non-profit community-based organisation that aims to empower and support women in the sex industry, including women trafficked to Australia. Established in 1998, we conduct outreach and offer support to women in the sex industry across Victoria. We are Australia's first and leading counter-trafficking non-government organisation (NGO) and have unique expertise in providing support to victims of trafficking for prostitution.

1.1 Mission:

Our mission is to support women in the sex industry in Australia and to help prevent the exploitation and enslavement of women by the industry.

We aim to see this fulfilled through:

- Empowerment;
- Education;
- Advocacy; and
- Activism.

1.2 Vision

A world where there is no longer demand for prostitution and people trafficking

1.3 Project Respect works towards

1. Eradication of the abuse and inequalities, including between men and women, different cultures and different classes, which underpin and are strengthened by the sex industry
2. Adequate support given to women in the sex industry, including trafficked women, such as access to shelter, health care, legal support, compensation, and alternative employment pathways
3. Individuals, organisations and communities informed and mobilised to support women in the sex industry

For more information, go to www.projectrespect.org.au

2 Program area

The Noodle Bar will be a community enterprise that will train and employ survivors of trafficking in persons and women wishing to exit the sex industry. The Noodle Bar is

the dream of a survivor of trafficking and Project Respect has worked with her to write a business plan and seek funding to start a Noodle Bar. We have received funding for the first year of operations and are looking to employ an Operations Manager who will set up and oversee the Noodle Bar, to help women re-train and gain long-term sustainable employment. This is an exciting opportunity for a motivated individual with a commitment to human rights to set up a successful hospitality business and support women!

The operation of the Noodle Bar will need to be sensitively managed, as the majority of the women employed there will not want to be identified as having been trafficked for prostitution or having been involved in the sex industry.

Initially you will work from the Project Respect office in Fitzroy and the Noodle Bar will be established in Melbourne.

2.1 Position summary

You will have the overall responsibility for establishment and the day-to-day running of the Noodle Bar. This includes:

- employing and training women,
- ensuring that their emotional welfare is attended to,
- overseeing the daily operations of the Noodle Bar,
- ordering supplies and training the staff in this,
- expanding the Noodle Bar, responding to market trends, and
- financial accountability and meet business plan targets.

Intensive emotional support and casework will be provided by Project Respect's outreach staff. However, you must be sensitive to the needs of individuals who have suffered highly traumatising and/or stigmatising experiences, and able to attend to immediate needs and refer women to Project Respect staff for more intensive support.

You may also be asked to contribute to the planning and management of other Project Respect services.

2.2 Primary tasks:

Key Result Areas (KRA'S):

1. Set up Noodle Bar (find rental property, arrange construction / renovations, source equipment, contract suppliers, employ and train staff, promote Noodle Bar and arrange launch).
2. Update and implement Noodle Bar Business Plan.
3. Provide training, support and supervision to staff.
4. Create a harmonious environment amongst all staff within the restaurant.
5. Attend to staff welfare and respect their rights to confidentiality and security.

6. Ensure a high level of customer services is performed individually and by staff assigned to work at the Noodle Bar.
7. Maintain financial responsibility and cost control for the business operations, including petty cash and cash register functions.
8. Ensure that all banking is recorded and completed following set procedures.
9. Develop and maintain effective rostering systems.
10. Advise on promotion and marketing of the business with a view to continued growth and viability.
11. Assist in the recruitment of staff.
12. Maintain quality control and safety standards.
13. Handle complaints according to guidelines and so that it leaves customers satisfied and impressed.
14. Maintain hygienic food handling practices and cleanliness of all staff
15. Balance the register at the end of the shift ensuring a high level of accuracy and honesty.
16. Oversee kitchen operations.
17. Contribute to other Project Respect services as appropriate.

3 Accountability, Supervision & Support

The Operations Manager reports to the Noodle Bar Advisory Committee, which will meet on a fortnightly – monthly basis.

The Operations Manager will supervise the Café Supervisor, the Cook, the Cashiers (two), and volunteers as required.

Project Respect provides access to critical incident debriefing with a qualified psychologist if necessary.

4 Selection criteria

- Appropriate qualifications and experience of hospitality management ideally in running a catering outlet, small restaurant or similar
- Strong business development experience - knowledge of community/social enterprise preferred;
- Demonstrated experience working with a wide variety of people including vulnerable groups and people from culturally and linguistically diverse backgrounds
- Able to create a positive working environment
- Experience coaching and mentoring staff
- Established problem solving and conflict resolution skills
- Excellent organisational and time management skills
- Excellent customer service
- Commitment to the mission and vision of Project Respect

5 Conditions of Employment

This full-time position is a 1-year contract based on 37.5 hours per week with a 3 month probationary period, but may be extended depending on the attainment of future funding.

The Noodle Bar Manager will be employed under the terms of the Hospitality Industry Award 2010.

Project Respect offers flexibility in working arrangements and may also require a degree of flexibility during times of peak work.

6 Form of application:

Written applications should include a statement addressing each key selection criteria separately, a resume and names of two employment referees. If emailing the document, preferred format is .pdf (Adobe) or .ods (OpenOffice), then .doc (Microsoft Word), and please use standard fonts (ie. not Vista's fonts such as Calibri and Cambria).

The successful applicant will be required to undergo a Police check.

- Send applications to:
Nina Vallins
Executive Director
Project Respect
PO Box 1323
Collingwood, 3066

Or email to info@projectrespect.org.au

- **Applications close 9th April 2010**
- Please include in your covering letter a telephone number where you can be contacted during the day if required for an interview.
- Interviews are expected to take place during the week of 11th April.