

Café Manager – Melting Pot

Kaupapa | Purpose

The Café Manager – Melting Pot is responsible for leading the day-to-day operations of the on-site café at Toi Ohomai Mokoia Campus. This role ensures the delivery of high-quality food, exceptional customer service, and a welcoming environment for ākongā, kaimahi, and visitors.

The role contributes to a vibrant campus experience through effective people leadership, strong operational management, and compliance with health, safety, and food standards, while aligning with Toi Ohomai values and commitment to ākongā success.

Reports to: Head of Facilities and Commercial

Team: Facilities and Commercial

Remuneration: \$65,436 - \$77,737 (Fixed remuneration excluding kiwisaver)

Date: April 2026

Ngā mahi | Do

Lead and manage the daily operations of the Melting Pot Café to ensure smooth, efficient, and safe service delivery while maintaining high quality food and beverage standards, and cleanliness.

Provide consistently high standards of customer service that enhance the experience of ākongā, kaimahi, and visitors

Recruit, train, roster, and performance-manage café staff, fostering a positive and inclusive team culture

Collaborate with the Head Chef to develop healthy menu offerings that are customer focused and ensure profitability.

Ensure compliance with all food safety, health, and safety legislation, organisational policies, and audit requirements

Manage café budgets, including cost control, pricing, stock management, waste management and supplier relationships which support financial and environmental sustainability.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Minimum tertiary level qualification in a hospitality related field or the equivalent body of knowledge gained through experience.

Demonstrated people leadership skills, including staff supervision, training, and performance management

Sound knowledge of food safety standards and regulatory compliance

Experience managing budgets, stock, and supplier relationships

Strong customer service ethos with the ability to manage competing priorities in a fast-paced environment

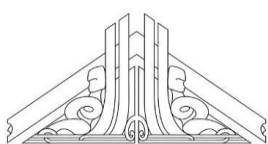
An understanding of the obligations to include Te Tiriti o Waitangi in workplace practices.

Ability to support and advocate the use of te reo Māori, tikanga and Mātauranga Māori in the workplace.

Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups.

Waiaro | Be

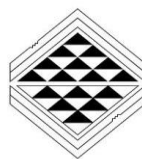
At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.



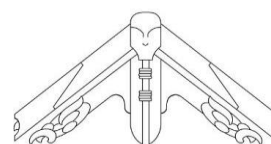
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākongā, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

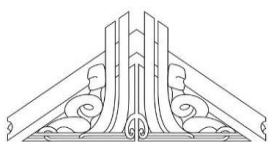
Internal: Café team, Campus kaimahi and Leadership teams

External: Food and Beverage suppliers, Contractors and service providers, campus visitors and community stakeholders, auditors.

Resource delegations and responsibilities:

Financial: Café operational budget, stock control and cost management

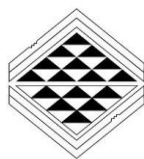
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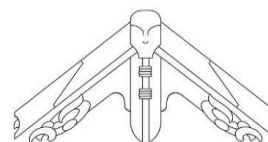
WHANAUNGATANGA



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