



Position Description

Position Title	Operations Co-ordinator
Reports to	General Manager
Location	Barossa Farmers Market, Angaston
Hours of work	Varies up to 16 hours per week, including regular Friday and Saturday work
Employment	Casual Position
Award	Hospitality Industry Award

Purpose

The primary responsibility of this position is to co-ordinate the day-to-day market operation. In addition, the role liaises with the market's stallholders, manages stallholder attendance and invoice stallholder fees. Supervision of staff, volunteers, and the coffee station and information booth are also required. Additional duties include updating the website and creating content for our social media platforms.

Responsibilities

Market Day:

Co-ordinate the day-to-day market functions for an efficient and enjoyable market experience for stallholders and visitors, including but not limited to:

- Ensure compliance by stallholders with rules and responsibilities
- Invoice, collect and record payment of stallholder fees, breakfast bar and information stand sales
- Ensure the market is clean and presentable, including the bathroom facilities.
- Feedback from stallholders and visitors to be reported to the General Manager in a timely manner.
- Reconcile end of day till totals balance with actual takings and prepare banking.
- Ensure consumable supplies including tea towels and other stock are readily available for market day usage.
- Purchase all coffee station consumables, supplies and inventory as required.
- Ensure compliance with Work Health and Safety regulations and Food Handling practices.
- Ensure all market signage, literature, merchandise and handouts are properly displayed.
- Oversee the operations of the volunteer Breakfast Bar and Coffee Station.

Stallholders:

- Display a commitment to work with, support and communicate with stallholders.
- Liaise with the General Manager in regard to new stallholder applications and additional product approval.
- Maintain stallholder records.
- Assist with the market mix, help to identify gaps in produce/product available and source additional stallholders
- In partnership with the General Manager, write and distribute the weekly stallholder e-newsletter and assist the General Manager with the development of the market member e-newsletter
- In conjunction with General Manager respond to stallholder correspondence

Staff and Volunteers:

- Supervise coffee station staff, volunteers, buskers, contractors and community stallholders whilst on site
- Conduct inductions of new staff in conjunction with the General Manager

Other:

- Work with the General Manager to implement strategic plans and projects
- Assist with the planning and delivery and participation in event activities
- Create content and maintain a social media presence via Facebook and Instagram on behalf of the market.
- Update the website with details of stallholder attendance.
- Respond to emails and questions (including on social media) in an appropriate manner.
- Carry out any additional duties as requested by the General Manager.

Work Health and Safety

Adhere to the relevant legislative requirements including EEO, Occupational Health and Safety, the Code of Conduct and organisational policies;

- Contribute to the BFM Health and Safety requirements including emergency response and ensure new staff members receive a comprehensive induction.
- Ensure that first aid requirements and usage are recorded.
- Ensure that all incidents are reported and make recommendations to the General Manager or Board as deemed necessary to avoid, eliminate or minimise any hazards.
- Conduct worksite audits as requested by the General Manager.
- Assess and evaluate risks to which BFM is exposed when planning new events and functions.
- Assist with the development and implementation of safety continuous improvement programs.

Experience and Qualifications

- Hands-on experience within a market, hospitality or retail setting.
- A demonstrated commitment to delivering a high standard of customer service.
- A passion for the food industry and region.
- Working knowledge of WHS within the workplace.

Essential skills

- Essential skills • A proven ability to coordinate on-site and office operations.
- Enthusiasm for developing and maintaining relationships with stallholders, vendors, staff, volunteers and members of the public.
- Strong verbal and written communication skills.
- Possesses strong organisation and time-management skills.
- Ability to understand basic financial transactions and identify irregularities within budgets.
- Competency in Microsoft Office and Meta Business Suite.
- Ability to adapt to changing environments and learn new systems.
- Capable of working unsupervised and prioritising workload under pressure and organise time effectively to meet deadlines.

Special Conditions

- Willingness to work regular Friday's, and Saturday markets.
- A current and valid driver's licence is essential
- A current police clearance or the willingness to apply for one
- Some additional after-hours work may be required

Signed by

Operations Co-ordinator	Chair – Board of Management
Date:	Date: