



Bellarine Peninsula Basketball Association

PO Box 638 Drysdale, 3222
ABN 39 736 685 016



BELLARINE PENINSULA BASKETBALL ASSOCIATION POSITION DESCRIPTION

Position Title	Canteen Manager
Organisation	Bellarine Peninsula Basketball Association (BPBA)
Reports To	General Manager
Directly Manages	Customer Service Officers (CSOs)
Employment Type	Part-time
Hours	Flexible — to be agreed with the successful candidate based on availability and operational needs
Location	Bellarine Peninsula, Victoria

About BPBA

The Bellarine Peninsula Basketball Association (BPBA) is a community-based sporting organisation operating across multiple venues in the Geelong/Bellarine region. BPBA delivers domestic competition, VJBL and elite Big V representative basketball, serving hundreds of players, families and supporters each season. Our canteen is a key part of the game day experience and an important revenue stream for the Association.

The Opportunity

This is more than a canteen management role — it's an opportunity to make a real impact. We're looking for someone with the drive and initiative to grow our canteen operation, introduce fresh ideas, and build on what's already a well-loved part of the BPBA game day experience.

The successful candidate will be encouraged to bring fresh thinking to our menu, find ways to increase foot traffic to the canteen, and work with the General Manager to build canteen revenue. Whether you come from a hospitality, food service or retail background, or you're deeply connected to community sport, we want to hear from you.



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Key Responsibilities

1. Canteen Operations

- Manage and oversee canteen operations across all home game days for domestic, VJBL and Big V competitions
- Work selected canteen shifts based on availability – CSOs are rostered to cover some day-to-day operations
- Ensure the canteen is set up, stocked and ready for service at least one hour prior to tip-off on shifts worked
- Maintain and update the point-of-sale (POS) tablet including products and pricing
- Ensure all displayed pricing is accurate and current at all times
- Maintain a consistently high standard of customer service to players, families and spectators across the canteen team

2. Revenue Growth & Menu Development

- Identify and implement opportunities to grow canteen revenue across the season
- Introduce new menu items that appeal to our diverse game day crowd and remove low-performing products
- Develop strategies to increase foot traffic to the canteen on game days
- Monitor sales performance and provide insights and recommendations to the General Manager
- Monitor stock pricing to maintain and improve profit margins
- Work within the canteen budget while actively seeking ways to improve margin

3. Staffing & Shift Management

- Recruit, roster and manage Customer Service Officers (CSOs) to cover all canteen shifts across the competition schedule, including Monday to Thursday and Saturday morning shifts, Friday U10 and VJBL shifts, weekend Big V shifts, and Big V door person shifts
- Work a minimum of one to two shifts per week based on availability, with CSOs covering remaining shifts
- Train new CSO staff on canteen procedures, food handling, and customer service standards
- Keep CSOs informed of new products, cooking procedures, pricing updates and Association promotions
- Provide direction and on-the-job guidance to CSOs during operations
- Foster a positive, team-oriented working environment

4. Stock Control & Ordering

- Monitor stock levels and place orders for canteen supplies as required
- Check and manage use-by dates on all stock — discount short-dated items for quick sale where necessary
- Arrange collection or return of short-dated or unacceptable stock with suppliers
- Manage day-to-day supplier relationships for consumables and canteen stock
- Notify office staff of incoming deliveries and ensure a staff member is available to receive them



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5. Food Safety & Compliance

- Ensure all food handling procedures are followed by all canteen staff at all times
- Maintain and update all Food Safety Records including fridge and freezer temperature logs, incoming deliveries register, food process log, and calibration records
- Calibrate thermometers regularly in accordance with food safety requirements
- Prepare for and accommodate Health Inspector visits — ensure all records are accessible and liaise with inspectors to comply with any regulatory updates
- Ensure the following key documents are displayed and up to date in the canteen at all times: Shift Procedures, Heat Up & Cook Hot Food Procedures, and Canteen Purchases

6. Equipment & Maintenance

- Ensure all canteen equipment is clean, functional and regularly serviced
- Arrange repairs where cost-effective and liaise with the General Manager regarding equipment replacement
- Maintain the slushie machine — dismantle, clean and lubricate at least every two weeks in accordance with the instructions located in the canteen
- Maintain the coffee machine — clean weekly using appropriate detergent in accordance with the instructions located in the canteen
- Coordinate coffee machine servicing as required

7. Financial Management

- Pay supplier accounts and purchases as required within approved limits
- Reconcile receipts against the BPBA Petty Cash Account and submit reconciliation and receipts to the office fortnightly
- Include any invoices or accounts requiring payment with fortnightly reconciliation
- Use direct debit for supplier payments where possible to avoid credit card processing fees

8. First Aid & Safety

- Ensure First Aid supplies are maintained and available at all times in the canteen, including: band-aids, Ventolin, spacer, and ice packs

Procurement Note: Day-to-day purchasing of canteen stock and consumables is managed independently by the Canteen Manager. Equipment purchases, significant one-off expenditure, and major supplier contracts or arrangements (including exclusive supply agreements) require prior approval from the General Manager.

Compliance & Certifications

The following certifications are mandatory requirements of this role:



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- Food Safety Supervisor Certificate — must be held by the Canteen Manager or a designated canteen employee
- Do Food Safely Certificate — required for all other canteen staff
- Working with Children Check — required for all canteen staff including the Canteen Manager

Important: Candidates who do not currently hold the Food Safety Supervisor Certificate must be willing to obtain it prior to or shortly after commencing in the role.

Hours of Work

This is a part-time role with hours agreed to suit the right candidate. The Canteen Manager is expected to work one to two canteen shifts per week based on their availability, with CSOs rostered to cover the remaining game day shifts across the competition schedule.

The canteen operates across weeknights, Friday nights, Saturday mornings and nights, and Sunday mornings and afternoons throughout the season. On shifts worked, the Canteen manager is required to arrive approximately one hour prior to tip-off and pack up after halftime of the last game – a typical shift is approximately 5-6 hours.

In addition, approximately 2-3 hours of administration per week is expected during the season for stock ordering, supplier communication and CSO rostering. This can be completed flexibly outside of game days.

Skills & Experience

Essential

- Experience in a canteen, hospitality, food service or retail environment
- A genuine interest in growing and improving a canteen operation
- Strong organisational and time management skills
- Demonstrated ability to lead and manage a small team
- Sound understanding of food safety and hygiene requirements
- Reliable, punctual and committed to game day availability
- Sound EFTPOS and basic financial reconciliation skills
- Current Food Safety Supervisor Certificate or willingness to obtain one
- Current Employee Working with Children Check or willingness to obtain one

Desirable

- Experience developing or refreshing a food and beverage menu



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- Demonstrated track record of growing revenue in a hospitality or food service environment
- Experience with or connection to community sport
- Familiarity with BPBA operations and the Bellarine basketball community

What We Offer

- A part-time role with hours built around your availability
- Real autonomy to bring fresh ideas and make a visible impact from day one
- A supportive working environment with direct access to the General Manager
- The opportunity to contribute meaningfully to basketball in the Bellarine region
- Involvement across both domestic and representative competition

For enquiries, please contact the BPBA General Manager at gm@bpba.org.au or 03 5253 3377