

Role Description

Kitchen Supervisor



Primary purpose of the role

To lead and supervise the kitchen of Emmanuel City Mission (ECM) to feed the homeless and vulnerable of Brisbane city in a safe environment each day. The ECM kitchen is a 7 day a week operation and relies on food donations and volunteers to operate.

To supervise the safe and productive work of volunteers, including corporate and school groups, in the kitchen. The role is responsible for managing key stakeholders related to food provision, supplies, donations and volunteers. This is to be achieved by working with others, leading by example and participation in Emmanuel City Mission (ECM) prayer, values and upholding the ECM Code of Conduct.

Remuneration

\$50,000 to \$60,000 AUD total annual salary package exclusive of superannuation.

Key accountabilities

- Work with volunteers to provide nutritional meals for visitors on a daily basis
- Plan the required number of meals to feed the visitors. For example we currently plan for 180 meals at lunch service.
- Ensure Safeguarding and Vulnerable Adults procedures are followed
- Manage relationships with food suppliers and donors of food and financial support
- Coordinate and lead regular volunteers in the kitchen
- Coordinate and manage group volunteers from schools, corporate, parish, church and community groups which includes managing diary with Operations Manager, Volunteer Coordinator and schools engagement team (Ignite Youth leaders)
- Control risks (health and safety) including working with management to ensure best practice is in place
- Work with kitchen staff and volunteers to ensure that food safety and service procedures are implemented
- Manage incidents (health and safety) with management and authorities as required
- Manage the provision of food received including cold storage and dry storage, for example food rotation best practices in respect of Best Before and Used By dates
- Make decisions in conjunction with the Director and Manager Mission, on the major kitchen decisions e.g. new equipment, staffing needs, volunteer administration
- Record any incident reports and refer to Director and Manager Mission as required

- Open and close the kitchen including set up and pack down procedures
- Ensure the Fire Safety, OHS, hygiene and cleaning procedures are implemented
- Alert Assistant Director to any supply needs
- Act as contact person for calls and enquiries re: donations
- Receive, record and store donations
- Ensure a culture of daily prayer in line with ECM charism
- Ensure all volunteers are clear on their tasks and responsibilities
- Support volunteers with issues as they arise
- Assist Volunteer Administrator with volunteer scheduling issues
- Identify talents and training needs of kitchen staff and volunteers and liaise with Manager Operations
- Work with Manager Mission and Director to provide pastoral support to volunteers as required
- Participate in ECM team meetings and activities

Key challenges

- High volume of meals required to feed the homeless each day. Producing 180+ meals at lunch each day and 120 meals for breakfast.
- Planning meals with donated food. Being a good steward of the food donations received.
- Producing meals with budget constraints. For example, we could not afford to purchase the protein required per day. We rely heavily on donations from Food Rescue providers, especially Oz Harvest.
- Managing a commercial kitchen with different volunteers and volunteer groups each day.
- Managing a kitchen that is 7 day a week operation.
- Balancing visitor, staff and volunteer needs in a challenging environment often with large volumes of demand.
- Maintaining a culture of respect and person centred care consistent with ECM's values.
- Juggling multiple visitor, staff and volunteer demands at any one time and working with high volumes of people simultaneously.

Key relationships

Who	Why
Emmanuel City Mission	
Management Team (Manager Mission, Director and Manager Operations)	<ul style="list-style-type: none"> • Support the Management Team in establishing a culture of care and respect in the Centre • Work with the management team so that the ECM has a united approach to food service and management of the ECM kitchen • Contribute to development, review and continual improvement of ECM kitchen and food service processes and policies
ECM team	<ul style="list-style-type: none"> • Lead by example in delivery of food services and management of kitchen

Who	Why
Volunteers	<ul style="list-style-type: none"> • Manage and build rapport with individual volunteers and who volunteer regularly in kitchen • Manage school, corporate, parish, church and community groups to volunteer safely in the ECM kitchen

External	
Schools	<ul style="list-style-type: none"> • Provide a professional, welcoming point of contact for visitors and donors
Service providers	
Suppliers, Donors	<ul style="list-style-type: none"> • Establish and maintain positive relationships with donors, food suppliers and key supporters. Identifying issues and working with others to resolve them.
Other visitors	

Core capabilities

- Experience working a commercial kitchen in a not-for-profit organisation
- Experience working as a volunteer with ECM
- Ability to establish and maintain high quality working relationships with ECM staff, volunteers, donors and suppliers in a faith-based environment
- Experience in working effectively with disadvantaged people
- Ability to manage multiple tasks, relationships and procedures at one time
- Knowledge of ECM and regulatory policies and procedures related to working with disadvantaged people
- Commitment to the values and mission of ECM
- Ability to effectively communicate with visitors and providers to ECM
- First Aid Certificate and Blue Card

Notes

Please send your Letter of Interest, C.V. and contact details for two referees to contact@ecm.org.au by 3pm on **Friday 26th September 2026**.

Following a review of CV's, the successful candidate is required to demonstrate the capability and experience described in this document in a **panel interview** conducted in-person at ECM.

The successful candidate must be able to commence employment week commencing **Monday 13th October 2025**.

