



## Terms of Reference

for the MLBF

# Butter Factory Operations Team

### 1. Purpose

The Butter Factory Operations Team (BFOT) is established to oversee the operational aspects of the Milang Lakeside Butter Factory community space, specifically in the areas of food and catering, artwork, sales, events, workshops, and venue bookings. The group takes an active role in decision making process to bring to life this valuable community asset. The BFOT reports directly to the CEO (Chief Executive Officer) and is responsible through them to the Management Committee.

The Milang Lakeside Butter Factory is a Registered business name belonging to Milang and District Community Association Inc (MADCA) and is a Social Enterprise of MADCA delivering on the organisation's strategic vision and purpose.

### 2. Responsibilities

The BFOT is responsible for:

- 2.1. Overseeing the day-to-day operations of the Butter Factory, ensuring it operates efficiently and effectively.
- 2.2. Overseeing the food and catering services, ensuring they meet the standards of quality, hygiene, and customer satisfaction.
- 2.3. Overseeing the display, promotion, and sales of artwork, ensuring it aligns with the Butter Factory's vision and objectives.
- 2.4. Developing and implementing operational policies and procedures for food and catering, artwork sales, events, workshops, and venue bookings.
- 2.5. Managing and scheduling events, workshops, and venue bookings, ensuring their smooth execution and adherence to relevant regulations.
- 2.6. Overseeing Building Maintenance.
- 2.7. Providing regular reports to the CEO and the MADCA Management Committee on the performance of the operations.

### **3. Membership**

**3.1.** The BFOT shall consist of a diverse and inclusive group of volunteers with expertise in the following areas:

- Hospitality
- Creative industries
- Events management
- Finance
- Social enterprise
- Marketing

**3.2.** The BFOT shall have a minimum of six (6) members and a maximum of ten (10) members.

**3.3.** The BFOT shall have a chair, who is a current MADCA Committee Member, who is responsible for leading the committee and ensuring it fulfils its responsibilities.

**3.4.** The BFOT shall include, as ex-officio members, the MADCA CEO and Finance Officer.

**3.5.** One member of the BFOT shall be nominated as the minute taker, responsible for recording and distributing meeting minutes.

### **4. Meetings**

**4.1.** The BFOT shall meet at least once every quarter, or as often as necessary. In the initial stages the Team should meet at least fortnightly. Staff will set up a group email and file storage in the MADCA system.

**4.2.** The Chair, or in their absence, a designated member, shall call and preside over the meetings.

**4.3.** Decision making will be by consensus, and a quorum at a meeting will be half the number of members plus one.

### **5. Reporting**

**5.1.** The BFOT shall provide a written report to the CEO and the Management Committee after each meeting.

**5.2.** The report shall include updates on the operations, any issues encountered, and recommendations for improvement.

**5.3.** MADCA will provide staff support, who will also provide a report on finance for each meeting.

### **6. Review**

**6.1.** The ToR shall be reviewed annually by the CEO and the Management Committee to ensure it remains relevant and effective. The Operations Team and its members to be reviewed after the first 6 months.

MILANG & DISTRICT COMMUNITY ASSOCIATION INC.

