

RUSU Realfoods Café Barista/Café Assistant (Casual)

Position No.

Organisational Unit Sustainability

Location RMIT Bundoora West Campus. Building 220 and RMIT City Campus Bld 8. Primary campus specified in contract with potential shifts at the other campus.

Classification SUE 0

Salary \$52,492 full time equivalent plus 25% casual leave loading

Superannuation UniSuper or other as indicated by Incumbent

Employment Type Casual (student) Minimum 3 hour shifts. Will include rostered shifts and being on-call to cover absences of regular staff.

Other Benefits Student Union employees are covered by an Enterprise Agreement

Contact Send in your completed application form and CV attached to an email entitled "Realfoods Café Barista/ Café Assistant Casual" to: realfoodsjobs@rmit.edu.au or phone 9925 9478 or 9925 1842 and ask for Alaina.

Closing Date **5pm Sunday 20 May 2018**

Advice to Applicants

By the closing date applicants must:

- 1) Provide complete the Realfoods Casual application form (on website)
- 2) Provide a detailed curriculum vitae with the names and contacts for 2 referees
- 3) An indication of availability Monday to Friday (between 8am – 6:00pm)

About the RMIT University Student Union (RUSU)

The RMIT University Student Union (RUSU) is the representative body of around 65,000 RMIT University students and is an independent organisation from RMIT University. The Student Union has an annual operating budget of over \$3 million and employs over 20 paid staff members and 12 student casuals. It is governed by 25 elected student office bearers, most of whom receive an honorarium. RUSU's main offices are located in the CBD; however we operate at offices and provide services on outlying campuses in Bundoora and Brunswick.

The RMIT University Student Union represents students' interests and undertakes a vast range of activities that enhance and foster an active and informed student life on campus. This is done through:

- The provision of student information and referral services
- Undertaking campaigns, education and training programs, forums and workshops, including a promotion of student welfare and advocacy and student complaint resolution
- Providing a diverse range of social and cultural activities, such as Orientation and Re-Orientation, lunch time and night time activities
- Coordinating a wide range of student clubs and offering a variety of accredited training courses
- Providing a professional accredited volunteer program for RMIT Students
- Operating RUSU Realfoods – our vegetarian and vegan, organic and fairtrade cafes
- Producing a number of student publications, operating a TV Production House and maintaining a social media presence.

All staff and student representative positions are required to operate with the parameters of the Student Union Constitution, Regulations Policy and the Staff Enterprise Agreement. All staff are supervised and directed by the annually elected student representatives.

Working Environment / Important Personal Attributes

This position within RUSU and the Realfoods Cafe offers a unique and rewarding working environment whereby student representatives are the managers and supervisors and the paid staff work alongside the trained student volunteers.

All Realfoods volunteers receive induction and training relevant to the work they will undertake in the cafe, however the levels of skill, experience and time as a Realfoods volunteer varies. The volunteers are enthusiastic and keen to learn and be mentored during their shifts. Therefore, RUSU Realfoods staff must be able to demonstrate excellent interpersonal skills and enjoy working with young adult volunteers in a dynamic, fun and at times busy environment.

They must also be willing to share their experience and mentor the volunteers in customer service, basic food handling and coffee knowledge (not coffee making).

Organisational Unit/Realfoods Cafe

The Sustainability Department organises and creates many services and campaigns through the Student Union Council at RMIT. The department consists of an annually elected student Sustainability Officer, a collective of students and the Realfoods Cafe staff. RUSU Realfoods is a student-run vegetarian and vegan social enterprise Cafe specialising in the provision of healthy, organic, fairtrade food and coffee on campus.

Realfoods Café – City Campus

While RUSU Realfoods has operated at RMIT for many years, in September 2017 we opened our new purpose built (full cook facility) Realfoods café in a central location on the RMIT city campus. Our core trading hours are within the range of 8.00am to 3.30 pm Monday – Friday during semester. We operate on reduced hours during the quieter months of November to January and during mid-semester breaks.

Realfoods City Cafe is staffed by; the Realfoods Cafe Coordinator who coordinates the Café operations, the Realfoods Café Barista/ Café Assistant and the Cook. The Café also relies on the work of experienced student casuals and our dedicated student volunteers.

Realfoods Café – Bundoora Campus

RUSU operates a purpose built Café at RMIT Bundoora campus. The Bundoora Café trades during semester times only. It has a full cook facility with hot meals and salads prepared on site as well as a range of grab-and-go savory and sweet options. Realfoods Bundoora also serves quality barista made organic fairtrade coffee.

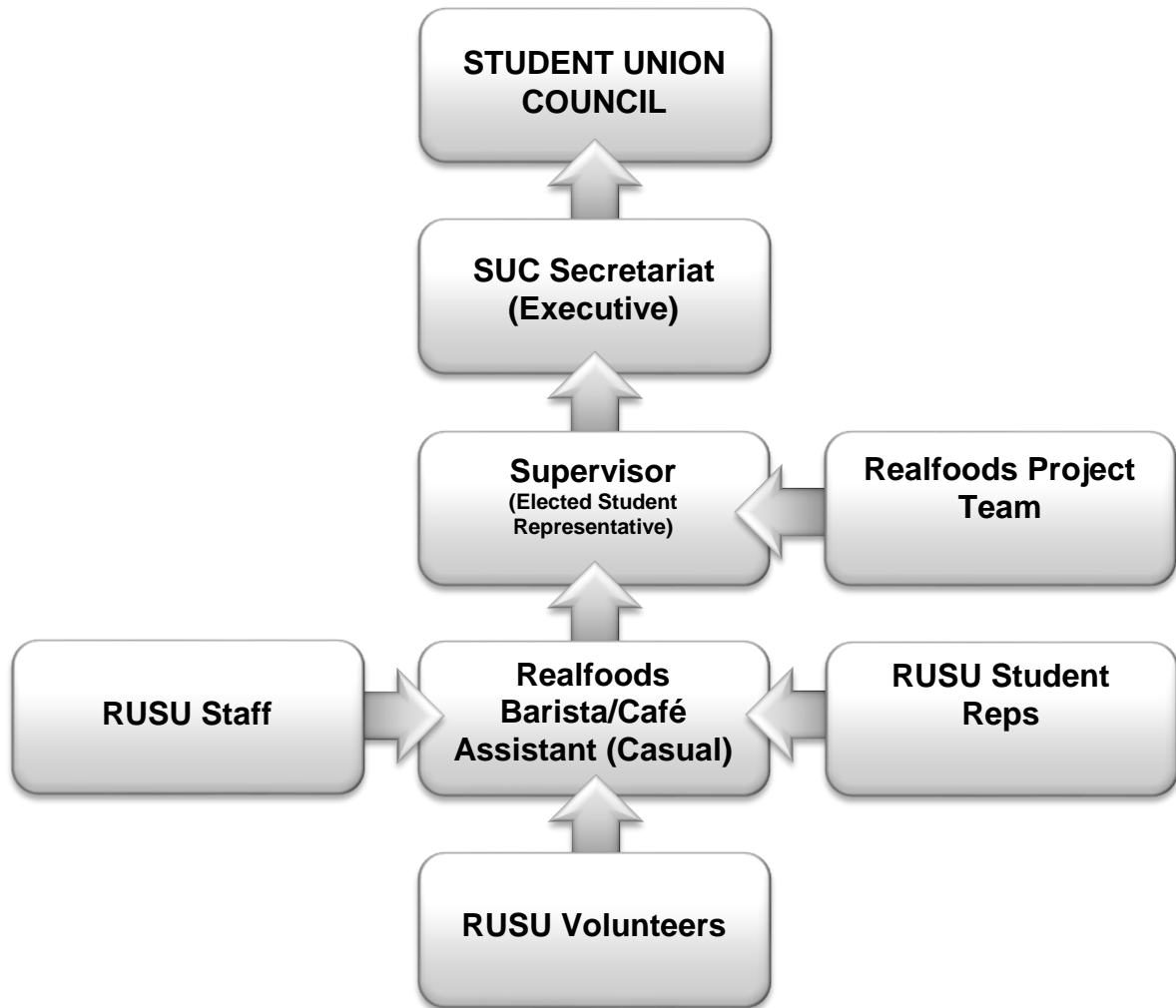
Realfoods Staff & Volunteers

Our Realfoods Cafés are supported by between 60 to 100 RUSU student volunteers per year. There are around 12 part time and casual RUSU staff members working across the campuses.

Oversight & Direction

All Realfoods staff are supervised and directed by an elected student representative. The overall cafe operations are coordinated and overseen by the Realfoods Cafe Project Team which is convened by the elected Sustainability Officer. The Realfoods Cafe Project Team is responsible for; ensuring that both cafés are operating in accordance with the lease agreement and (established) operational plan, compliance matters, drafting the annual Realfoods Café budget, monitoring and review of Café finances and performance.

Organisational Chart



1. Position Summary

The RUSU Realfoods Cafe Barista is employed to perform Barista duties and to assist with the daily in cafe operations of the RUSU Realfoods Café.

The role primarily is to prepare and serve hot drinks such as coffee, chai or teas consistently to the highest quality. The Barista will also be responsible for dosing and grind adjustment in addition to other tasks such as customer service and basic food handling.

As a front facing role, a high level of customer service that encourages patronage of the Café is a core requirement of the role.

In addition to all barista duties this role may be responsible for the opening and daily set up of the RUSU Realfoods Café. They may also be required to undertake duties required for the close of business.

The role will also require handling EFTPOS and POS transactions, stock control, direct customer service, food handling and basic cleaning. Actively communicating with the full time Barista/ Café assistant, casual staff and volunteers will be essential.

They will also work alongside the student volunteers in the Café. They are required to provide basic guidance and instruction to volunteers in relation to the daily Cafe operations, however will refer any other volunteer or staffing related matters to the appropriate RUSU staff member.

2. Key Responsibilities

Ensure the smooth operation of the RUSU Realfoods Café by:

- Delivering consistently high quality coffee and hot drinks
- Ensuring full function of coffee machine and grinder
- Providing high quality customer service and front counter service delivery
- Operating the Cafe Point of Sale system and complying with cash handling protocols
- Potentially overseeing and being responsible for the open of business including, setting up the register with float, visual displays and cleaning based on documented processes & undertaking close of business where required.
- Communicating and handing over issues arising from the cafe operations to the full time Barista/ Café assistant and Casual staff and others as required
- Assisting with food preparation and ensuring that food handling practices comply with industry standards and legislative requirements for food handling and OH&S
- Working alongside and assisting student volunteers and referring any issues arising with volunteers during shifts to the appropriate RUSU staff member
- Undertaking duties related to receiving and managing stock as directed

Contributing collaboratively towards the achievement of the aims and objectives of the Student Union and undertaking other relevant duties as required

3. Selection Criteria

3.1 Essential

- Demonstrated prior experience in a Barista role for a **minimum of 1 year** in a fast paced cafe, requiring completion of tasks to be quickly, accurately and professionally delivered
- Be knowledgeable in all areas of coffee making, including grinder adjustment and capable of troubleshooting if issues occur with grinder or machine
- Excellent communication, customer service and point of sales skills
- Demonstrated experience in retail operations in a professional setting (e.g. receiving of stock, Point of Sale, cash reconciliation, banking and invoicing)
- Demonstrated experience in food preparation, food handling and service
- Demonstrated understanding of and commitment to organic, vegetarian and Fairtrade principles and practices
- Knowledge of and commitment to food safety and hygiene and the relevant policies affecting this field
- Experience working with volunteers
- Strong team working ability and the capacity to take initiative where necessary and appropriate
- Understanding of and commitment to the principle of student control over student affairs
- Currently enrolled RMIT student

3.2 Desirable

- Previous experience volunteering/working at RUSU Realfoods.
- Candidates are preferred, yet not required at the outset, to hold the following qualifications; -
 - Food Handlers Certificate

4. Special Requirements

NIL

5. Job Complexity, Skills, Knowledge

Level of Supervision

The incumbent works under the general direction of an elected student representative, who will provide direction from the Realfoods Cafe Project Team. They work in accordance with established policies and procedures and the RUSU Realfoods Operational Plan and lease agreement.

Duties of this position will be conducted collaboratively with Student Union Office Bearers, RUSU staff and Realfoods volunteers.

This position is required to brief the Sustainability Officer, student supervisor and/or the full time Barista/ Café assistant on any important issues that arise during the course of their work.

The Governance & Development Officer will be available to provide support to and troubleshooting for the incumbent. The incumbent will have support available from the Student Engagement Officer with issues related specifically to volunteers

Professional and organisational knowledge

The position requires professional knowledge of coffee making and associated equipment. It requires a general understanding of the philosophy of healthy food options, organic and Fairtrade issues, food handling, and point of sale experience. It requires specific knowledge of the operations of the RUSU Realfoods Café, as outlined in policies and procedures and as obtained through their employment in the Café

It is also desirable for the incumbent to have a solid understanding of the relevant State and Federal policies relating to food handling/ coffee making and to hold Food Health & Safety Supervisor certification (or be willing to obtain this if offered the position)

Task Level

The position requires the application of experience and knowledge of the RUSU Realfoods Café as obtained through their employment in the Café. The incumbent will work alongside the other paid Realfoods staff members and operate within established processes and procedures. The incumbent will have support available from the Governance & Development Officer and the full time Barista/ Café Assistant.

The incumbent may also undertake project work and/or other duties as directed by the supervisor or supervising body consistent with Key Responsibilities.

This position description is approved by:

Supervising Body (Secretariat)..... Date: 20 November 2017

Staffing Committee.....Date: 30 October 2017

Classification Committee.....Date: 3 December 2015