

RUSU Realfoods Coordinator/Barista

Position No.

Organisational Unit Sustainability

Location Realfoods Café - RMIT City Campus. Building 8, level 3

Classification SUE 3.2

Salary \$ 84,201 Full time equivalent for 35 hour week (\$72,172 for 30 hour week)

Superannuation UniSuper or other as indicated by Incumbent

Employment Type **Temporary Part -Time - Feb 2023 to 17 November 2023** (Minimum 30 hours per week/ maximum 35 hours). Regular rostered shifts within flexible band. 4 days/ week (Monday to Thursday) plus admin on Fridays as required.

Other Benefits Student Union employees are covered by an Enterprise Agreement

Contact For further details and to apply, email rusu.jobs@rmit.edu.au

Closing Date **9am Monday 20 February 2023. Successful applicant must be available to start immediately.**

Advice to Applicants By the closing date applicants must:

- 1) Provide a cover letter addressing the selection criteria
- 2) Provide a detailed CV with the names and contacts for 2 referees

About the RMIT University Student Union Incorporated (RUSU)

The RMIT University Student Union Incorporated (RUSU) is the representative body of around 75,000 RMIT University students and is an independent organisation from RMIT University. RUSU has an annual operating budget of over \$4 million and employs over 25 paid staff members and 15 student casuals. It is governed by 28 elected student office bearers, most of who receive an honorarium. RUSU's main offices are in the CBD; however, we operate offices and provide services on outlying campuses in Bundoora and Brunswick.

RUSU 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 the promotion of student welfare, advocacy and student complaint resolution.
- Providing a diverse range of social and cultural activities and free food events
- Coordinating a wide range of student clubs
- Providing a professional volunteer program for RMIT students.
- Operating RUSU Realfoods – ethical, sustainable, plant-based cafe.
- Producing student publications, operating a TV production house and maintaining a website/social media presence.

All staff and student representative positions are required to operate within 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.

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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 trained student volunteers.

All Realfoods volunteers receive induction and training relevant to the work they will undertake in the Café, however the levels of skill, experience and time as a Realfoods volunteer varies. The volunteers are enthusiastic, 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 basic food preparation and kitchen skills.

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, ethical, sustainable, plant-based food and coffee on campus.

Realfoods Café – City

RUSU has operated Realfoods Café's at RMIT City Campus since 2010 and in our current location facing Swanson Street since 2017. The café was purpose built by RMIT for Realfoods in consultation with RUSU. Realfoods café trades from Monday –Thursday.

Our cafe has full cook facilities with hot meals (curries, soups, dahl, stir fry etc) and salads, wraps, rolls and toasties prepared on site. We also prepare/sell a range of grab-and-go savory and sweet options. Realfoods offers take away or dine in options and on-campus catering options.

Realfoods is known for our high-quality organic fairtrade coffee.

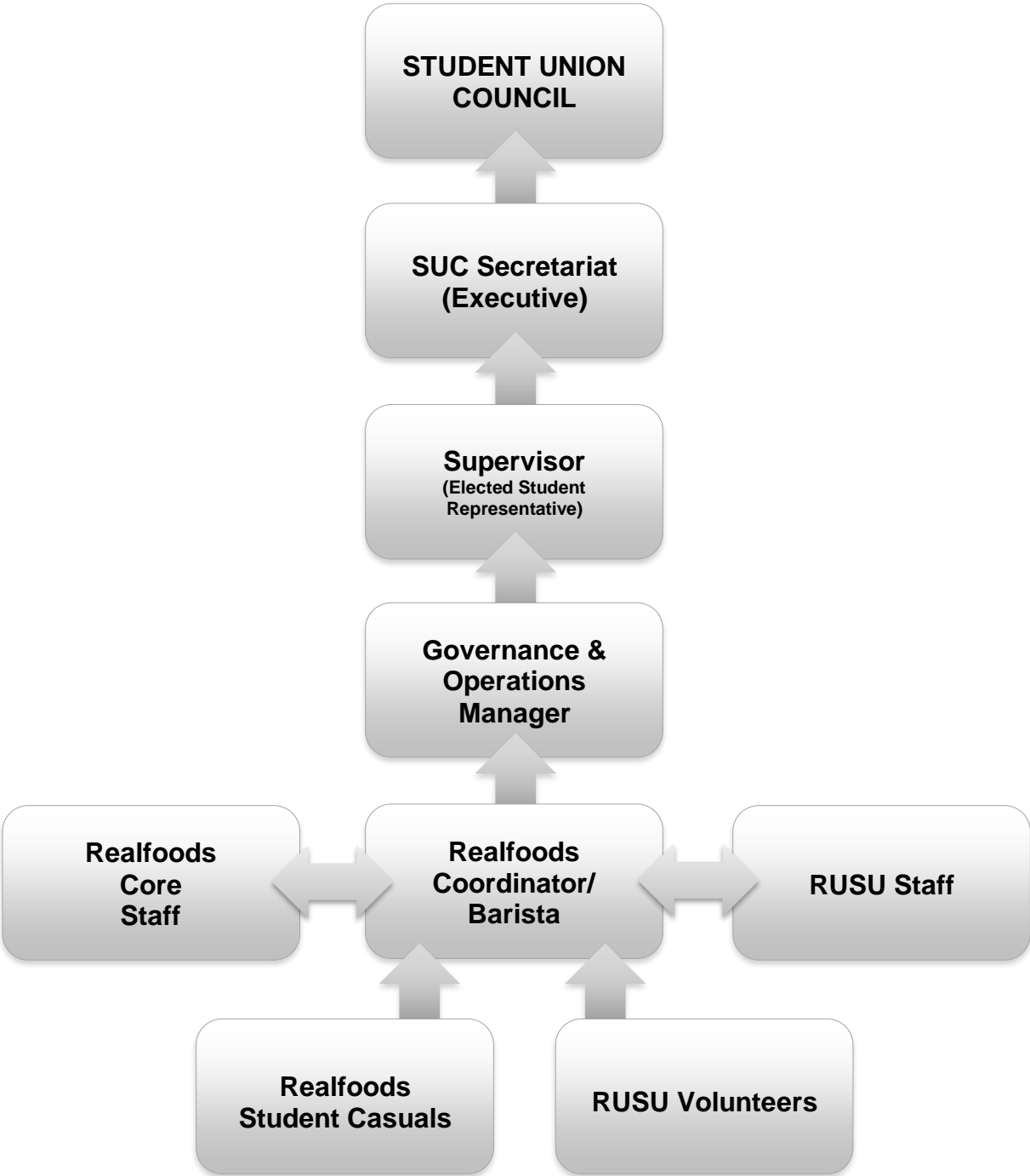
Realfoods is staffed by; the Realfoods Coordinator/Barista, part time/casual baristas and cooks. Our Cafés operations are supported by RUSU student volunteers. The Realfoods Coordinator/Barista role is the overarching position coordinating operations and being the primary point of contact at Realfoods for RUSU management. It is a hands-on, in-café role.

Oversight & Direction

All Realfoods staff are supervised and directed by a senior elected student representative (usually the President). They report through and may receive direction from this student supervisor through the Governance & Operations Manager. The Governance & Operations Manager is in frequent contact with the Realfoods Coordinator/ Barista in relation to operations and RUSU management direction.

The overall cafe operations are coordinated and overseen (at a high level) by the RUSU Management Team. RUSU management is responsible for; ensuring that the cafe is 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. RUSU Management works closely with the core Realfoods café staff team, in particular the Realfoods Coordinator/ Barista.

Organisational Chart



1. Position Description

The Realfoods Coordinator/Barista is responsible for the coordination of the Realfoods in-café operations. At the core of the role are the everyday operational tasks involved in working in a Café such as, open and close of business, customer service, food preparation, stock control, cash handling, visual merchandising and cleaning.

Alongside other café staff, this position is responsible for making high quality coffee and hot drinks, dosing and grind adjustment, customer service and basic food handling.

This position undertakes the coordination, administration, rostering and core finance and banking tasks. They oversee operations and ensure that the café is operating in accordance RUSU management direction and operational plans.

The Realfoods Coordinator/Barista is a conduit for direction from management to flow to the café staff and volunteers. They provide day to day support and oversight for staff and volunteers in the cafe. Volunteers are an important part of how RUSU and Realfoods operate and mentoring and supporting them is essential in this role.

Realfoods is a department of RUSU and our specialist staff are responsible for supporting Realfoods and this role, including with; finance, marketing and communications, volunteer management, human resources and recruitment. The Realfoods Coordinator/Barista works with other staff and departments and in accordance with established policies and procedures and management direction. There is scope for their input into processes, manuals and operational discussions.

The Realfoods Coordinator/Barista is the primary point of contact in the café and is required to problem-solve and trouble shoot as issue arise in the cafes. In particular, they are required to develop and implement compliant Food Safety Plans for the cafe.

2. Key Responsibilities

Café Operations

Ensure the smooth operation of the RUSU Realfoods Café by:

- Working front of house in-café, providing high quality customer service and assisting team members to provide a quality experience for customers.
- Delivering consistently high-quality barista made coffee and hot drinks and ensuring full function of coffee machine and grinder.
- Assisting with food preparation and ensuring that food handling and café practices comply with industry standards and legislative requirements for food handling and OH&S. This includes developing, implementing and updating Food Safety Plans.
- Operating the Cafe Point of Sale system and complying with cash handling protocols.
- Overseeing and being responsible for the open and close of business including, POS systems, float, visual displays and cleaning.
- Overseeing the implementation of and compliance with covid safety plans in Realfoods
- Coordination of Realfoods catering requests including liaison with clients, suppliers and the Realfoods Cooks.

- Providing in-café support, training, oversight and direction for Realfoods staff (including student casuals) and volunteers and referring issues to the appropriate RUSU staff member/management.
- Briefing café staff and volunteers on marketing and promotions.
- Undertaking and over-seeing banking as required.

Café Coordination & Administration

- Ensuring that the café is operating in accordance RUSU management direction and operational plans.
- In-café trouble shooting and problem solving with significant issues escalated to the relevant area or, staff member (RUSU or RMIT) or management.
- Contributing to the Café menu by working with RUSU management and Realfoods Cooks on menu options.
- Rostering and supporting Realfoods Café student casuals based on the direction of RUSU management and with the support of the Governance & Operations Manager.
- Providing input into the RUSU recruitment processes for Realfoods staff as required.
- Undertaking the administrative tasks required for the Café operations; including ordering and receiving stock, liaison with suppliers, stocktake, invoice reconciliation, deliveries and payment requisitions.
- Liaising with the RUSU Finance department in relation to finance matters.
- Liaising with RUSU Management and RUSU Communications regarding café promotions and marketing.
- Documenting Realfoods outcomes and providing input into RUSU management reporting.
- Provide advice to RUSU management on equipment maintenance and purchasing requirements.
- Monitoring and administering the RUSU Realfoods email account.

Volunteers

Contributing to a rewarding and high-quality volunteer experience for Realfoods volunteers by:

- Providing in-café supervision, mentoring and support to volunteers.
- Undertaking volunteer administration and rostering Realfoods volunteers with support from the RUSU Volunteer Coordinator.
- Delivery of in-café induction and training for Realfoods volunteers and updating of training manuals and resources in conjunction with the Student Engagement Officer.
- Being aware of and complying with RUSU Volunteer Policies & Procedures.

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 experience (at least 2 years full time equivalent) in food preparation and service in a professional café ideally in a role requiring coordination.
- Demonstrated prior experience in a Barista role for a **minimum of 2 years** in a fast-paced café.
- Competency in all areas of coffee making, including grinder adjustment and capable of troubleshooting if issues occur with grinder or machine.
- Enthusiasm for working with and for students and an understanding of and commitment to the principle of student control over student affairs.
- Proven experience in working with and supporting volunteers.
- Excellent communication, customer service and point of sales skills.
- Demonstrated understanding of and commitment to organic, vegetarian and Fairtrade principles and practices and sound understanding of diverse dietary specialisations.
- Knowledge of and commitment to food safety and hygiene and the relevant policies affecting this field, including holding a current Food Safety Supervisors Certificate.
- Demonstrated computer skills using industry standard applications.
- High-level written and verbal communication skills and demonstrated ability to work with people from a range of organisations and backgrounds.
- High level of organisational and administrative skills and ability to prioritise work commitments.
- Strong team working ability and the capacity to take initiative and problem solve where necessary and appropriate.

Desirable

- Current driver's license.
- Certified training in Manual Handling and First Aid, or willingness to undertake appropriate training.

4. Special Requirements

- Successful applicant will be required to complete a police check and hold a Working with Children Check.

5. Job Complexity, Skills, Knowledge

Level of Supervision

The incumbent works under the general direction of an annually elected senior student office bearer (usually the President) who will provide direction from RUSU management. They report to and may receive direction from this student supervisor through the Governance & Operations Manager. The Realfoods Coordinator/Barista is a conduit for direction from management to flow to the café staff and volunteers. They provide day to day support and oversight for staff in the cafe.

They work in accordance with established policies and procedures and the RUSU Realfoods Operational Plan and lease agreement. They may provide input to management regarding updates on relevant Realfoods procedures and manuals. They are required to develop compliant Food Safety Plans for the cafe.

This position is required to brief the student supervisor and/or Governance and Operations Manager on any important issues that arise during the course of their work.

The duties of this position are conducted collaboratively with Student Union Office Bearers and staff, in particular with the RUSU President, Sustainability Officer, Finance Officer and Governance & Operations Manager.

The Governance & Operations Manager will be available to provide support to and troubleshooting for the incumbent. The incumbent will have support from the Volunteer Coordinator with issues related specifically to volunteers. The Finance Officer provides support, advice and oversight regarding Realfoods finances.

Problem solving and judgement

The incumbent may provide input to management on Realfoods procedures, manuals and in-Cafe operations.

The incumbent requires a creative approach to problem solving and trouble-shooting to ensure the smooth running of the Café.

Professional and organisational knowledge

The position requires professional knowledge of coffee making and associated equipment. It requires a well-developed understanding of the philosophy of healthy food options, organic and Fairtrade issues, food handling, OHS 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.

The incumbent is required 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. They will apply their skills to a varied range of tasks and may contribute to some planning functions.

The incumbent will work alongside the other paid Realfoods staff members and operate within established processes and procedures. This position provides in-café support, oversight and direction for the other café staff and volunteers and is the primary conduit between the café staff and RUSU management. The incumbent will have support available from the Governance & Operations Manager and other relevant RUSU staff.

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: 4 July 2022

Staffing Committee..... Date: 30 June 2022

Classification Committee..... Date: 20 June 2022