

RUSU Realfoods Café Coordinator (Temporary)

Position No.

Organisational Unit Sustainability

Location RMIT Swanston St Campus. Building 8, level 3. Includes shifts at Bundoora Realfoods Café Building 220

Classification SUE 4

Salary \$76,459 Full time equivalent (\$61,167 for 0.8 FTE)(\$42/hour) plus superannuation

Superannuation UniSuper or other as indicated by Incumbent

Employment Type Temporary 0.8 FTE - 63 Hours/Fortnight

Contract (Late June 2018 – 7 December 2018).

(Trading Hours are within the range of 8am to 3.30pm Monday- Friday)

Other Benefits Student Union employees are covered by an Enterprise Bargaining Agreement

Contact For further details and to apply, email realfoodsjobs@rmit.edu.au or phone (03) 9925 9478 or 9925 1842 and ask for Alaina.

Closing Date 5pm Sunday 17 June 2018

By the closing date applicants must:

Advice to Applicants

- 1) Provide a letter addressing each of the selection criteria (as written in the PD)
- 2) Provide a detailed curriculum vitae with the names and contacts for 2 referees

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 \$4 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 Cafés 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 Cafés, however the levels of skill, experience and time as a Realfoods volunteer varies. The volunteers come from diverse backgrounds and 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 customer service.

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 4pm 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 from 8am to 2.30pm. It has a full cook facility with hot meals and salads prepared on site as well as a range of grab-and-go savoury and sweet options. Realfoods Bundoora also serves quality barista made organic fairtrade coffee.

The Realfoods Cafe Coordinator coordinates the Bundoora Café operations (including working on site one day/week). They work closely with the part time Realfoods Bundoora Café Barista/ Café Assistant and with the casual cook who works on site several days /week. The Café also relies on the work of experienced student casuals and our dedicated student volunteers.

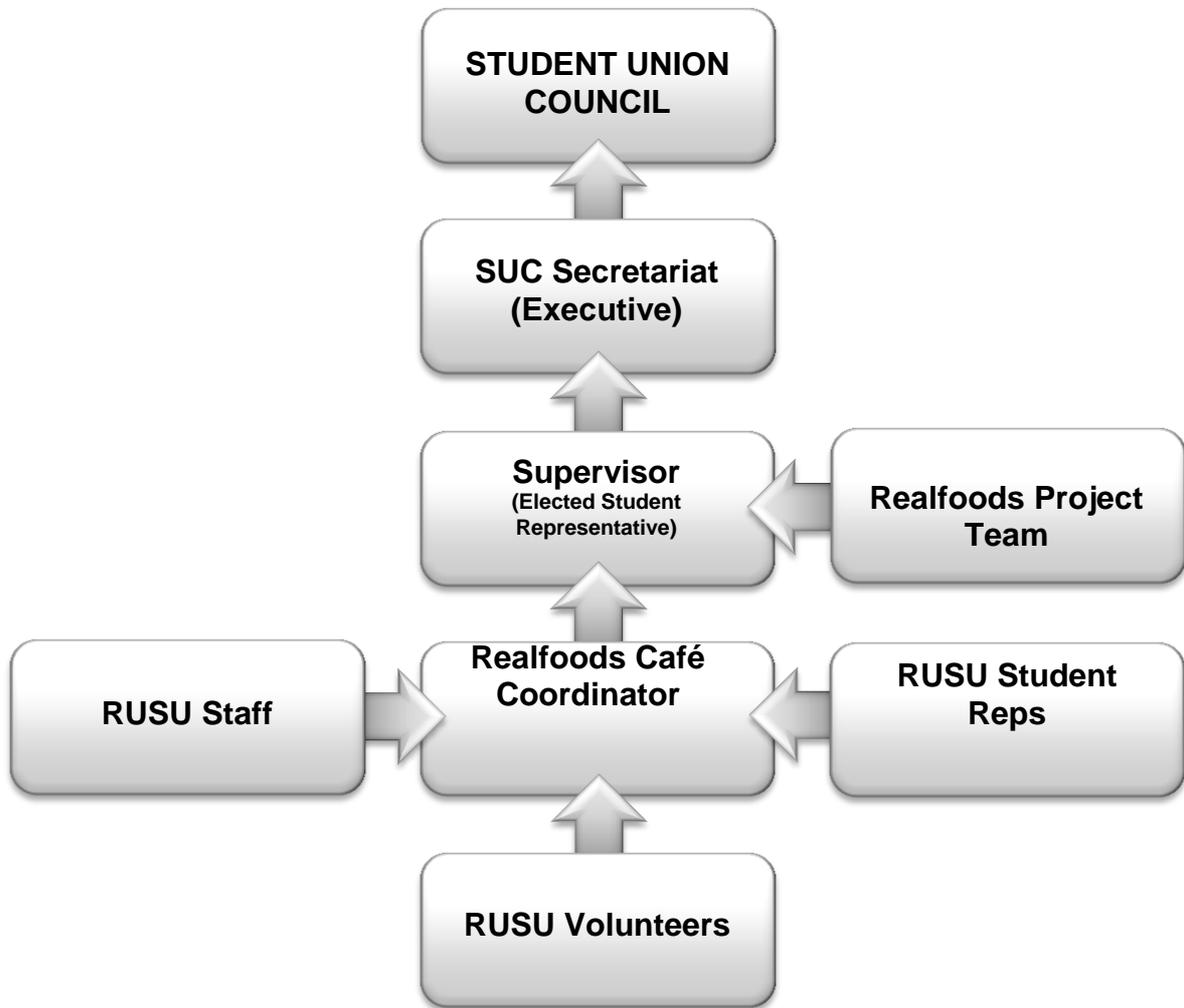
Realfoods Volunteers & Staff

Across both campuses Realfoods Café is 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. The Realfoods Café Coordinator is the 'Go To' person within the Café for these volunteers and staff, and they provide direction about the specific tasks required during the volunteer/staff shifts (consistent with the established volunteer and staff position descriptions).

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 (RCPT). As the primary 'in-café' staff presence across both campuses, the Realfoods Cafe Coordinator is a member of this team, providing their; input, expertise and recommendations on strategy and Café operations. The RCPT 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 Cafe finances and performance.

Organisational Chart



1. Position Summary

The Realfoods Cafe Coordinator is responsible for the coordination of the café operations at Bundoora and City campuses. They are responsible for the daily **in café** operations of the RUSU Realfoods Café in the City and where required at Bundoora.

At the core of the role are the everyday operational tasks involved in staffing the Café such as, cash transactions, stock control, visual merchandising, customer service, food preparation and cleaning. This position is also responsible for making high quality coffee and hot drinks at peak times and in the absence of the barista.

This role is responsible for close of business including; organising keys, floats, reconciling cash and point of sale system, visual displays and cleaning, and communicating any issues to the staff for the following day. It may also be responsible for the opening of business tasks as required by the roster.

This position is responsible for undertaking the administrative tasks required for the Café's operations; including ordering stock, checking invoices and reconciling invoices with deliveries, operating and undertaking back end operations on the Point of Sale system, preparation of cheque requisitions and liaison with suppliers.

They are responsible for rostering and organising student casuals and volunteers and other volunteer program administration. They are the in-café 'Go To' person for Realfoods staff and volunteers, providing direction about the tasks required during the volunteer/ staff shifts. They are supported by the Student Engagement Officer to provide induction training for volunteers. They are supported by the Governance & Development Officer in relation to Realfoods staff.

This position will generally overlap shifts with a RUSU Realfoods Café Casuals and the Barista/ Café assistant during peak periods. They will also work alongside the student volunteers in the Café.

This position is the primary conduit of information between the Realfoods Café, the Realfoods Project Team and the other operations and staff of RUSU. They also provide input on policy, procedures and on strategic matters such as Cafe operations. They are the point of continuity between the City and Bundoora Realfoods Café's.

2. Key Responsibilities

Café Operations & Administration

Ensure the smooth operation of the RUSU Realfoods Café by:

- Providing a high quality of customer service and front counter service delivery.
- Operating and managing the Café Point of Sale system (including back end operations and reporting) and complying with cash handling and finance protocols.
- Overseeing and being responsible for the close of business (and where required opening of business) including; organising keys, floats, reconciling cash and point of sale system, visual displays and cleaning based on documented processes.
- 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 practices comply with industry standards and legislative requirements for food handling (including developing and updating Food Safety Plans) and OH&S
- Undertaking the administrative tasks required for the Café's operations; including ordering and receiving stock, liaison with suppliers, stocktake, checking invoices and reconciling invoices with deliveries, preparation of cheque requisitions and liaison with suppliers.
- Liaising with the RUSU Finance department in relation to finance and administration.

Café Coordination

- Providing a point of continuity across the two Realfoods Café's to ensure consistency of branding, pricing, offerings and service level experience.
- In Café trouble shooting and problem solving with significant issues escalated to relevant responsible RUSU or RMIT staff members.
- Contributing to the Café menu by working with the Realfoods Project Team, Sustainability Officer and Realfoods Cook to propose options for; stock, menu plans, and innovative healthy meal ideas.
- Providing input into the Realfoods budgets and working with the Governance & Development Officer and RCPT to monitor and review financial performance against budget.

Volunteers & Casuals

- Rostering and contacting Realfoods volunteers with support from the Student Engagement Officer and other staff
- Rostering and supporting Realfoods Café Casuals with the support of the Governance & Development Officer
- Development and delivery of in-café induction training for Realfoods volunteers in conjunction with the Student Engagement Officer
- Working alongside, assisting and providing basic mentoring to student volunteers and undertaking the tasks assigned to the Realfoods Café Coordinator in the RUSU Volunteer policies and procedures (e.g. volunteer administration for accreditation etc).
- Participation in 'whole of RUSU' volunteer events (E.g. appreciation events) as required.

Communication & Reporting

- Providing a point of continuity and communication between the City and Bundoora Realfoods Cafés.
- Working with the Governance and Development Officer to liaise with Property Services and departments of RMIT in relation to issues of maintenance, security, lease agreements and other operational issues
- Being a member of and providing input to the Realfoods Café Project Team and into team projects such as planning for future Realfood Café developments.
- Working with the RUSU Publications and Communications staff regarding Café branding, promotion, publicity requirements and social media presence.
- Data entry, reporting on the Realfoods component of the RUSU Compliance checklist and quarterly reports, maintaining relevant administration records and undertaking necessary liaison and administrative tasks 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 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 (at least 2 years) in a Barista role in a fast paced cafe
- Competency in all areas of coffee making, including grinder adjustment and capable of troubleshooting if issues occur with grinder or machine
- Demonstrated experience in retail operations in a professional setting (e.g. ordering and receiving of stock, stock-take, Point of Sale, cash reconciliation, banking and invoicing)
- Demonstrated understanding of and commitment to organic, vegetarian and Fairtrade principles and practices and sound understanding of diverse dietary specialisations

- Proven experience in working with, motivating and supporting volunteers
- Highly developed organisational, budgetary and administrative skills and ability to prioritise work commitments
- Demonstrated experience with Point of Sale systems (Cloud based preferred) and point of sale back end operations and reporting functions.
- Demonstrated computer skills including; operational Excel for reporting, database management, Microsoft Word, proficiency with the Google suite
- Knowledge of and commitment to food safety and hygiene and the relevant policies affecting this field
- Strong team working ability and the capacity to take initiative where necessary and appropriate
- High-level written and verbal communication skills and demonstrated ability to work with people from a range of organisations and backgrounds
- Understanding of and commitment to the principle of student control over student affairs
- Candidates are preferred, yet not required at the outset, to hold the following qualifications;
 - Food Safety Supervisor
 - First Aid Certificate

4. Special Requirements

NIL

5. Job Complexity, Skills, Knowledge

Level of Supervision/Independence

The incumbent works under the general direction of an elected student representative. The incumbent is a member of and receives direction from the Realfoods Café Project Team (RCPT). As the primary 'in-café' staff presence across both campuses, the Realfoods Cafe Coordinator is a member of this team, providing their input, expertise and recommendations on strategy and Café operations. They oversee daily Café operations and work in accordance with established policies and procedures, local Council requirements and the RUSU Realfoods Operational Plans and Lease Agreements.

Where decisions on operations, financial matters or staffing are required the RCPT provides recommendations to the relevant RUSU decision making bodies. Neither the Realfoods Café Coordinator or RCPT has autonomy to make strategic financial or significant operational decisions about Realfoods.

This position may undertake stand-alone work based on general direction where required.

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

This position is required to brief the Sustainability Officer and/or student supervisor and where necessary the Governance & Development Officer on any important issues that arise during the course of their work.

The incumbent will have support available from the Student Engagement Officer with issues related specifically to volunteers. The Governance & Development Officer will be available to provide support to and trouble-shooting for the incumbent in other areas.

Problem solving and judgement

The incumbent provides input on policy, procedures and on Cafe operations.

The incumbent requires a creative approach to problem solving to ensure the smooth running of the Cafés.

Professional and organisational knowledge

The position requires an understanding of the philosophy of healthy food options, organic and fairtrade issues, food handling, food preparation skills, coffee making and point of sale experience. It requires specific knowledge of the operations of the RUSU Realfoods Cafés as obtained through their employment in the Cafés.

The incumbent is required to have a solid understanding of the relevant State and Federal policies relating to food handling and to hold Food Safety Supervisor certification (or be willing to obtain this if offered the position).

Task Level

The position requires the application of their prior experience and knowledge of café and coffee making operations to the operations of the RUSU Realfoods Cafés. They will also be expected to apply knowledge as obtained through their employment in the Cafés. They will apply their skills to a varied range of tasks and will contribute to some planning and development functions.

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 Student Engagement Officer (where issue related to specifically to volunteers).

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:

Occupant.....Date 23 November 2016

Supervising Body (Secretariat)..... Date: 7 December 2016

Staffing Committee.....Date: 22 November 2016

Classification CommitteeDate:6 December 2016