

## Position Description

# RUSU Realfoods Casual



<b>Organisational Unit</b>	Realfoods
<b>Location</b>	RMIT Swanston Street Campus, Building 8, Level 3
<b>Classification</b>	SUE 0
<b>Salary</b>	\$53,490 Full time equivalent. (\$29.39 /hour) plus 25% casual leave loading
<b>Superannuation</b>	Unisuper or as indicated by incumbent
<b>Employment Type</b>	CASUAL – Shifts Monday to Thursday (between 8am -4pm) . Includes rostered shifts and on-call shifts
<b>Other Benefits</b>	Employees are covered by an Enterprise Agreement
<b>Closing Date</b>	<b>9am Monday 7 July 2025</b>
<b>Contact</b>	For further details and to apply, email <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a>
<b>Advice to Applicants</b>	Applications must include: 1) A CV and a <b><u><a href="https://www.rusu.rmit.edu.au/jobs">Realfoods Casual Application form</a></u></b> (available at <a href="https://www.rusu.rmit.edu.au/jobs">https://www.rusu.rmit.edu.au/jobs</a> )

## About the RMIT University Student Union (RUSU)

The RMIT University Student Union Incorporated (RUSU) is the representative body of around 75,000 RMIT University students. We are a registered not-for profit. We are completely independent from RMIT University. RUSU has an annual operating budget of over \$4.5 million and employs 25 paid permanent staff members and 10-15 student casuales. RUSU's main offices are in the CBD. We also operate at Bundoora and Brunswick campuses. RUSU is governed by a Student Union Council (board) of 28 elected student representatives. The staff and students of RMIT come from diverse backgrounds. RUSU values and champions diversity in the work that we do, and this is reflected in our programs and services.

RUSU is 'for students - by students'. This core value underpins our approach to everything we do. RUSU represents students' interests and undertakes a vast range of activities and services including:

- Student rights advocacy, representation and campaigns
- Compass student welfare outreach, referral and drop-in centers
- Social and cultural activities, events and parties
- Free Food events including weekly lunches, breakfasts
- Supporting 80+ affiliated student clubs and delivering a student volunteer program
- Provision of safe spaces including Queer Rooms and Women's Rooms
- Operating RUSU Realfoods - our ethical, sustainable, affordable plant-based cafe
- Student media – including Catalyst magazine and the RMITV TV production house

All RUSU staff and student representative positions are required to operate within the parameters of the Student Union Constitution, Regulations, Policy and the RUSU Enterprise Agreement.

## 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 board members and management of the organisation, 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. Staff must also be willing to share their experience and mentor the volunteers, in basic food preparation, customer service and kitchen skills.

## Organisational Unit - Realfoods

Realfoods is a social enterprise cafe run by staff and student volunteers of RUSU. We focus on sustainability and providing ethical, affordable & healthy food options and specialty coffee. We specialise in catering to diverse dietary requirements including gluten friendly, vegan, vegetarian, dairy free and halal friendly. Realfoods is located on the busy RMIT City Campus. We open from Monday –Thursday during semester.

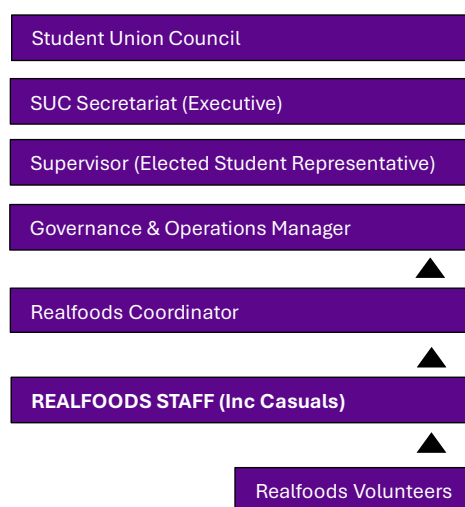
Realfoods has a purpose-built kitchen with hot meals (curries, soups, dahl, stir fry etc.) and salads, wraps, rolls and toasties prepared on site. We also prepare/sell a range of grab-and-go savory and sweet options. Realfoods offers take away or dine in options and some on-campus catering.

Realfoods is staffed by; the Realfoods Coordinator, part time/casual baristas and cooks. Our operations are supported by RUSU student volunteers. We are a small, friendly and dedicated team. Staff work as an 'all hands-on deck' team and the roles are 'all -rounder' positions.

### Oversight & Direction

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

## Organisational Chart



## 1. Position Description

Realfoods Casuals are employed to do a wide range of café duties. This includes: barista duties, customer service, food preparation, food service, cleaning and dishwashing. Specific duties are assigned by the Realfoods Coordinator depending on the shift type/needs, casuals' skills and area of expertise and opportunities to upskill the student casuals in areas of operations outside of their core strengths.

Realfoods casuals may be assigned to work Front of House, or Back of House for shifts.

Front of House Duties include preparing and serving hot drinks such as coffee, chai or teas, point of sale, food service, customer service, clearing tables and cleaning.

Back of House Duties include assisting the Cook with basic food preparation, making sandwiches and wraps, cleaning and dishwashing.

Casuals will be responsible for assisting with the opening and daily set up or the daily close of business. They are expected to have a high level of communication skills and customer services.

Casuals 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.

### 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, grinder and café equipment
- Providing high quality customer service and front counter service delivery
- Operating the Cafe Point of Sale system and complying with cash handling protocols
- Food preparation and food service including assisting with the Cook with kitchen hand/ sandwich hand type duties
- Ensuring that food handling practices comply with industry standards and legislative requirements for food handling and OH&S
- Cleaning, washing dishes and receiving and managing stock as directed
- Assisting with the open of business or close of including, setting up the register with float, visual displays and cleaning
- Communicating about the cafe operations with the Realfoods staff
- Working alongside and assisting student volunteers and referring any issues arising with volunteers during shifts to the appropriate RUSU staff member
- Contributing collaboratively towards the achievement of the aims and objectives of the RUSU and undertaking other relevant duties as required.

## 2. Selection Criteria

### Essential

- Demonstrated prior paid employment experience in a Barista, All-rounder **and/or** Sandwich-hand/Kitchen-hand role for a minimum of 1 year in a fast paced cafe
- Be knowledgeable in all areas of coffee making, including grinder adjustment and capable of troubleshooting if issues occur with grinder or machine (requirement for Barista focused casuals)
- Excellent communication, customer service and point of sales skills
- Demonstrated experience in food preparation, food handling and food service.
- Demonstrated experience in retail operations in a professional setting (e.g. receiving of stock, Point of Sale, cash reconciliation)
- Demonstrated understanding of and commitment to ethical, sustainable and plant-based principles and practices
- Knowledge of and commitment to food safety and hygiene and the relevant policies affecting this field (including holding a Food Handlers Certificate or willingness to obtain)

- Strong team working ability and the capacity to take initiative where necessary and appropriate
- Experience working with volunteers
- Understanding of and commitment to the principle of student control over student affairs.

#### **Desirable**

- Previous experience volunteering/working at RUSU Realfoods.

### **3. Special Requirements**

- Must be an enrolled RMIT Student for designated RMIT Student Casual Roles
- Successful applicant will be required to hold a Working with Children Check.
- A probationary period of 6 months applies to this position.

### **4. 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 Realfoods Management. They report to and may receive direction from this student supervisor through the Realfoods Coordinator and as required the Governance & Operations Manager.

They work in accordance with established policies and procedures and the RUSU Realfoods lease agreement. This position is required to brief the Realfoods Coordinator 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 RUSU elected student representatives and staff, in particular with the Realfoods Café Coordinator, President, Realfoods staff and Governance & Operations Manager.

The Realfoods Coordinator and Governance & Operations Manager will be available to provide support to and troubleshooting for the incumbent. The incumbent will have support from the RUSU Volunteer Coordinator 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 food preparation 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 requires 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 role requires 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 Realfoods Coordinator, 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.

<b>This position description is approved by:</b>	
Supervising Body (Secretariat)	6 June 2022
Staffing Committee	6 June 2022
Classifications Committee	03 December 2015