

Position Description

Realfoods Canteen Assistant (Casual)



Organisational Unit	Realfoods Canteen
Location	RMIT Swanston Street Campus, Building 8, Level 3
Classification	Classification: Food & Beverage Attendant Grade 3 Award: Hospitality Industry (General) Award 2020
Salary	\$28/hour plus 25% casual leave loading (\$35/hour) plus superannuation
Superannuation	Unisuper or as indicated by incumbent
Employment Type	CASUAL – Shifts Monday to Thursday (between 8am -7pm) . Includes rostered shifts and on-call shifts
Other Benefits	Employees are covered by an Enterprise Agreement
Closing Date	Applications close Monday 6 April 2026 at 11.59pm
Contact	For further details and to apply, email realfoodsjobs@rmit.edu.au
Advice to Applicants	Applications must include a CV and brief cover letter outlining how you meet the selection criteria (max 2 pages)

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 \$7 million and employs 30 paid permanent staff members and 15 +student casuals. 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 29 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 centres
- Social and cultural activities, events and parties
- Food security programs and Free Food events including weekly lunches & breakfasts
- Supporting around 100 affiliated student clubs and delivering a student volunteer program
- Provision of safe spaces including Queer Rooms and Women's Rooms
- Operating RUSU Realfoods Canteen
- 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 Canteen 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 elected student representatives and trained student volunteers.

About Realfoods Canteen

Realfoods is a social enterprise run by the staff, elected representatives and student volunteers of the RMIT University Student Union (RUSU). It focuses on providing healthy, affordable and sustainable food options for RMIT students. Our menu is vegan, vegetarian and culturally diverse and includes; dairy free, gluten and halal friendly options.

RUSU has operated variations of Realfoods at RMIT for 20+ years. Over time Realfoods has changed and adapted to meet the needs of students. In 2026 Realfoods has shifted to a Realfoods Canteen model, in response to the significant food insecurity faced by students. Under this model we have a simple and limited daily menu of meals – at \$5 for RMIT students and \$10/\$12 for staff/community.

Realfoods Canteen is located on the busy RMIT City Campus. We are open from Monday –Thursday during semester and serve breakfast, lunch and dinner. We serve hot meals (e.g. curries, soups, dahl) and healthy salads – which are cooked offsite and heated and served at Realfoods. We prepare a small range of food onsite including simple toasties and rolls and a small healthy breakfast range (yogurt, chia cups etc). We also provide grab and go snacks and drinks. Realfoods is a community space for students and offers take away or dine in options.

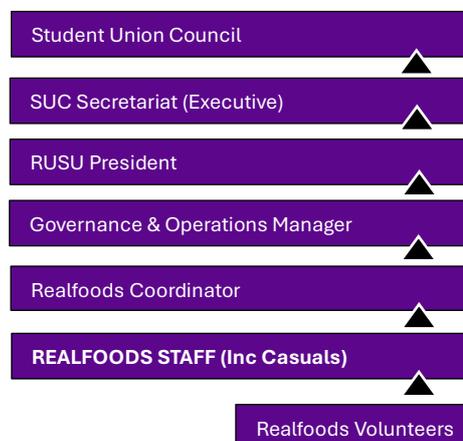
Realfoods is staffed by; the Realfoods Canteen Coordinator and a team of part time and casual staff, including student casuals. The Realfoods Canteen Coordinator and the Realfoods Canteen Assistant are the two main staff members. They both work Monday to Thursdays.

At times, our operations are supported by a small team of trained 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’ hospitality type positions.

Oversight & Direction

All Realfoods staff are supervised by the Governance & Operations Manager. They report through and receive direction from the Governance & Operations Manager through the Realfoods Canteen Coordinator.

Organisational Chart



1. Position Description

The Realfoods Canteen Assistant Casuals are staff who have professional experience in hospitality and/or food security project delivery, which enables them to step-in to a range of shifts and roles to support the Realfoods Canteen team and operations. They may be rostered in advance to meet specific needs or on an ad hoc basis to fill shifts/ cover staff leave.

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

This role is employed to do a wide range of front of house and back of house duties in the Realfoods Canteen. This includes customer service, food and drink preparation, food service, cleaning and dishwashing. Specific duties are assigned by the Realfoods Canteen Coordinator depending on the shift type/needs, casuals' skills and area of expertise.

Realfoods Canteen Assistant Casuals may be assigned to work Front of House or Back of House during shifts.

Front of House Duties include; hot and cold food service, customer service (including greeting customers, taking orders and point of sale), clearing tables and cleaning. It also includes preparing and serving hot drinks such as coffee (batch brew), chai or tea.

Back of House Duties include; assisting with food preparation (making sandwiches, toasties and wraps, salad preparation, making yogurt/chia cups), cooking rice and heating bulk curry, dahl and soup, cleaning and dishwashing.

Realfoods Canteen Assistant Casuals may be responsible for the opening and daily set up or the daily close of business as required. They are expected to have a high level of organisational, communication and customer service skills.

When working alongside student casuals and student volunteers they are required to provide guidance and instructions to volunteers and to student casuals (where needed), based on canteen processes and instruction manuals.

Key Responsibilities

Support the smooth operation of the RUSU Realfoods Canteen by:

- Providing high quality customer service and front counter service delivery
- Operating the Canteen Point of Sale system and complying with POS protocols
- Food preparation including assisting in the kitchen with kitchen hand/ sandwich hand type duties and basic cooking
- Preparing and serving hot drinks such as coffee (batch brew), chai or tea and food service including table service.
- Ensuring that food handling practices comply with Realfoods procedures, industry standards and legislative requirements for food handling and OHS
- Cleaning, washing dishes and receiving and storing/displaying stock as directed
- Overseeing and being responsible for the open or close of business or close including, POS system, float, visual displays and cleaning based on documented processes (where required)
- Working alongside and providing guidance and instruction to student casuals and student volunteers and referring any issues arising to the appropriate senior Realfoods/RUSU staff member
- Communicating about the cafe operations with the Realfoods Canteen Coordinator/ senior staff
- Contributing collaboratively towards the achievement of the aims and objectives of the RUSU and undertaking other relevant duties as required.

2. Selection Criteria

Essential

- Minimum two years professional work experience in a hospitality, canteen or food security project role in a fast paced environment (e.g. All-rounder, Barista, Sandwich-hand/Kitchenhand)
- Demonstrated customer service/ retail experience (e.g. receiving of stock, Point of Sale, cash reconciliation)
- Demonstrated experience in food preparation, food handling and food service in a fast paced setting.
- A passion for healthy, sustainable food (including vegan/vegetarian food) and tackling student food insecurity.
- Knowledge of and commitment to food safety and hygiene (must hold or be willing to obtain a Food Handlers Certificate)
- Confident with excellent communication skills
- Strong team working ability and the capacity to take initiative where necessary and appropriate
- Experience working with and supporting volunteers/ junior staff
- Commitment to RUSU's principle of 'by students – for students' .

3. Special Requirements

- Successful applicant will be required to hold a Working with Children Check.
- An appropriate visa to work in/ fulfil the requirements of this role in Australia/New Zealand.

4. Job Complexity, Skills, Knowledge

Level of Supervision

The incumbent is supervised by the Governance & Operations Manager. They report through and receive direction from the Governance & Operations Manager through the Realfoods Canteen Coordinator, who provides them with general direction and day to day task direction. The Realfoods Canteen Coordinator will be available to provide direction and support to and troubleshooting for the incumbent.

This role works in accordance with established RUSU and Realfoods Canteen policies and procedures. This position is required to brief the Realfoods Canteen Coordinator on any important issues that arise in their work/shifts.

Professional and organisational knowledge

The position requires a general understanding of the philosophy of healthy and sustainable food options, food handling, food preparation and point of sale experience. It requires specific knowledge of the operations of the RUSU Realfoods Canteen as outlined in procedures and manuals and as obtained through their employment.

It requires the incumbent to have a working knowledge of food handling and general workplace health and safety. They need to hold a Food Safety certification (or be willing to obtain this if offered the position).

Task Level

The role requires experience and knowledge of the RUSU Realfoods Canteen as obtained through their employment in the Canteen. They will work alongside the other paid Realfoods staff members and operate within established processes and procedures. The incumbent may also undertake other duties as directed consistent with Key Responsibilities.

This position description is approved by:	
Supervising Body (Secretariat)	17 December 2024
Staffing Committee	16 December 2024
Classifications Committee	03 December 2015