

Position Description

Realfoods Canteen Coordinator



Organisational Unit	Realfoods Canteen
Location	RMIT Swanston Street Campus, Building 8, Level 3
Classification	Classification: Food and beverage supervisor (wage level 5) Award: Hospitality Industry (General) Award 2020
Salary	Salary based on rate of \$39/hour plus Superannuation
Superannuation	Unisuper or as indicated by incumbent
Employment Type	Part Time: minimum 30– maximum 35 hours/ week. Regular rostered shifts (between 8am and 7pm) 4 days/week (Monday to Thursday) plus admin on Fridays as required. Temporary Contract – April 2026 to 15 November 2026
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 Canteen 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 moved 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.

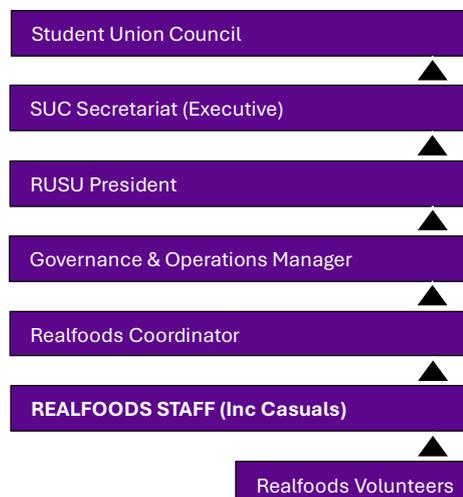
Realfoods is staffed by; the Realfoods Canteen Coordinator and part time/casual staff, including student casuals. The Realfoods Canteen Coordinator and the Realfoods Canteen Assistant are the two main staff members. They both work Monday to Thursdays.

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 Coordinator is responsible for working with RUSU to launch the new Realfoods Canteen, as an important part of RUSU's Food Security activities and programs.

They are responsible for implementing the Realfoods Canteen operational plans and for the day to day operational oversight and coordination of the Realfoods Canteen.

This is a hands-on role working alongside the Canteen team to source, prepare and serve healthy food to students across a breakfast, lunch and (early) dinner service. Many customers will see the Coordinator as a familiar face at Realfoods canteen, and they will be the 'Go To' person for suppliers and all Realfoods enquiries.

At the core of the role are the everyday operational tasks involved in managing and working in a canteen, such as, open and close of business, customer service, food handling, food and drink preparation, ordering, stock control, promotion and cleaning.

The Realfoods Coordinator works with external suppliers, caterers and cooks to design flexible, student-friendly meals and rotating menus that are healthy, tasty, affordable and sustainable. Meals are professionally prepared in bulk quantities offsite, but heated and served onsite. The Coordinator will be required to oversee onsite meal preparation and assist to prepare/heat food for service as needed.

They are required to update and implement compliant Food Safety Plans and implement RUSU OHS protocols.

The Realfoods Coordinator provides day to day support, direction and oversight for all staff and student volunteers in the Canteen. Realfoods is a department of RUSU, and our specialist RUSU staff are responsible for supporting Realfoods operations and the Coordinator. This includes; finance, marketing and communications, volunteer management, admin and human resources operations, which will be primarily undertaken by the relevant RUSU staff.

Key Responsibilities

This role will work with RUSU to launch and coordinate the operations of the Realfoods Canteen. They will contribute to RUSU's Food Security Program and the development of the Realfoods Canteen as an important and vibrant student community space.

Ensure the smooth operation of the Realfoods Canteen by:

- Working front of house in the canteen, providing quality customer service and overseeing and assisting team members to provide a welcoming and professional experience.
- Food preparation including assisting in the kitchen with kitchen hand/ sandwich hand type duties and basic cooking.
- Ensuring that food handling practices comply with Realfoods procedures, industry standards and legislative requirements for food handling and OHS. This includes updating, recording and implementing Food Safety Plans and participating in relevant audits and inspections.
- Preparing and serving hot drinks such as coffee (batch brew), chai or tea.
- Managing and operating the Point of Sale system and ensuring sales and cash protocols are followed.
- Being responsible for the open and close of business including, POS systems, float, visual displays and cleaning, menu promotions.
- Briefing canteen staff and volunteers on the daily/ weekly menu, marketing and promotions.
- Undertaking and over-seeing banking and sales/ finance reporting as required.

Canteen Coordination & Administration

- Ensure the canteen is operating in accordance with the canteen operational plans and direction.
- Trouble shooting and problem solving with significant issues escalated to the relevant RUSU/RMIT area.
- Collaborate and negotiate with suppliers and contract cooks to source affordable, diverse and healthy meal/ snack options and design rotating, cost conscious menus.
- Coordinate and promote the weekly Canteen menu/meals plan.
- Contribute to canteen menu costing and monitoring of canteen budgets.

- Undertaking the administrative tasks required for the canteen operations; including ordering and receiving stock, liaison with suppliers, stocktake, invoice reconciliation, deliveries and payment requisitions.
- Liaise with the RUSU Finance department in relation to canteen finance matters.
- Provide support, in-house training, oversight and direction for Realfoods Canteen staff.
- Prepare canteen rosters and coordinating staff and volunteer shifts (within parameters) .
- Update Realfoods Canteen training manuals, resources and instructions.
- Liaise with RUSU Communications regarding canteen promotions, marketing and Canteen social media.
- Provide input into RUSU food security, sustainability and student engagement monitoring and reporting.
- Provide advice to RUSU management on equipment maintenance and purchasing requirements.
- Monitor and administer the RUSU Realfoods email account.

Volunteers

- Provide supervision, mentoring , in-house training and support to a small team of student volunteers.
- Be aware of and comply with RUSU Volunteer Policies & Procedures.

This role will contribute collaboratively towards the achievement of the aims and objectives of RUSU and undertaking other relevant duties as required.

2. Selection Criteria

Essential

- Demonstrated coordination/ management experience in a fast paced hospitality or canteen environment and/or food security program (minimum 2 years' full time equivalent experience).
- A genuine passion for healthy, sustainable food /cooking (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 Safety Supervisor Certificate)
- Experience working with supervising and supporting staff and/or volunteers in a hospitality/food security setting
- Demonstrated experience in food preparation, food handling and food service in a fast paced setting.
- Friendly, confident and approachable with excellent written and verbal communication skills.
- Demonstrated customer service/ retail experience (e.g. ordering, receiving of stock, Point of Sale)
- Demonstrated computer skills using industry standard applications.
- High level of organisational and administrative skills and ability to prioritise work commitments.
- Strong team working ability and the capacity to take initiative where necessary and appropriate
- Ability to problem solve, trouble shoot and remain calm under pressure.
- 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.
- This position is subject to a 6-month probation period.

4. Job Complexity, Skills, Knowledge

Level of Supervision

The incumbent is supervised by the Governance & Operations Manager. They report to and receive broad direction from RUSU Management through the Governance & Operations Manager.

The Realfoods Canteen Coordinator provides day to day direction, support and troubleshooting to all of the Realfoods Canteen staff. They supervise the staff within the canteen itself and escalate matters to the Governance &

Operations Manager, RUSU Volunteer Coordinator or RUSU management as required. The Realfoods Canteen Coordinator is the most senior staff member onsite in the canteen. Where the Canteen Coordinator is not onsite during shifts, the Canteen Assistant acts as the most senior staff member on site. The Canteen Coordinator will need to brief the Assistant accordingly.

This role works in accordance with established RUSU and Realfoods Canteen policies, procedures and manuals.

Problem solving and judgement

The incumbent may provide input to management on Realfoods Canteen procedures, manuals and operations. The incumbent requires a creative approach to problem solving and troubleshooting to ensure the smooth running of the canteen.

Professional and organisational knowledge

The position requires a passion for and well-developed understanding of food security, sustainable food practices and healthy food options. It requires specific knowledge of the operations of the Realfoods Canteen (including food safety and OHS practices), as outlined in policies, procedures, training resources and as obtained through their employment in the Canteen.

The incumbent is required to have a solid understanding of the relevant State and Federal policies relating to food handling and must hold a 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 Realfoods Canteen as obtained through their employment in the canteen and professional experience in the sector. They will apply their skills to a varied range of tasks and will 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 is the most senior role in the canteen. They provides support, oversight and direction for the other Realfoods canteen staff and volunteers. They are the primary conduit between the canteen 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)	23 March 2026
Staffing Committee	23 March 2026
Classifications Committee	23 March 2026