RUSU Realfoods Barista/Café Assistant Bundoora  
(Temporary Part Time)

Position No.

Organisational Unit  Sustainability

Location  RMIT Bundoora Campus. Building 220.

Classification  SUE 2

Salary  $54,669 (full time equivalent) ($43,735 0.8FTE) **$30.04 per hour** plus superannuation

Superannuation  UniSuper or other as indicated by Incumbent

Employment Type  Part Time 0.8 FTE (28 hours/ week) worked as **7 hours a day over 4 days.** *(Monday, Wednesday, Thursday, Friday)*

Temporary Contract Late February 2016 – mid June 2016  
(with potential for contract offer for semester 2, 2016 (mid-July – mid October 2016)

Other Benefits  Student Union employees are covered by an Enterprise Agreement

Contact  Send in your completed application and CV attached to an email entitled **“Realfoods Barista/ Café Assistant–Bundoora”** to: realfoodsjobs@rmit.edu.au or phone 9925 1842 and ask for Noel or Andrei.

Closing Date  5pm Sunday 21 February 2016

Advice to Applicants  By the closing date applicants must:

1) Provide a letter addressing each of the selection criteria (as written in the PD)
2) Provide a detailed curriculum vitae with the names
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 $3 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. RUSUs 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 Cafe offers a unique and rewarding working environment whereby student representatives are the managers and supervisors and the paid staff work alongside the trained student volunteers.

All Realfoods volunteers receive induction and training relevant to the work they will undertake in the cafe, however the levels of skill, experience and time as a Realfoods volunteer varies. The volunteers are enthusiastic and 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 customer service, basic food handling and coffee knowledge (not coffee making).

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 – Bundoora Campus
In February 2016 RUSU will be opening our brand new Café at RMIT Bundoora campus. The Bundoora Café will trade during semester times only. It will have a full cook facility with hot meals and salads prepared on site as well as a range grab and go savory and sweet options. Realfoods Bundoora will also serve quality barista made organic fairtrade coffee.

The Realfoods Café - Administration & Volunteer Support Officer 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 who is the primary staff member responsible for the day to day operations of the Bundoora Realfoods Cafe. There is also a 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 Café – City Campus

Our cafe is centrally located on the RMIT city campus. Our core trading hours are within the range of 8am to 4.30pm Monday- Friday, with the potential for Saturday trading. We operate on reduced hours during the quieter months of November to January.

This Café is a no cook facility specialising in grab and go food including; pre-packaged organic and fairtrade wraps, salads, pies, soup, savory and sweet snacks and cold drinks. Realfoods serves quality barista made organic fairtrade coffee.

Realfoods City Cafe is staffed by two permanent staff members; the Realfoods Café - Administration & Volunteer Support Officer who coordinates the Café operations, and the Realfoods Café Barista/ Café Assistant. The Café also relies on the work of experienced student casuals and our dedicated student volunteers.

Oversight & Direction

All Realfoods staff are supervised and directed by the Sustainability Officer. The overall cafe operations are coordinated and overseen by the Realfoods Cafe Project Team which is convened by the elected Sustainability Officer. The Realfoods Cafe Project Team 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

STUDENT UNION COUNCIL

SUC Secretariat (Executive)

Supervisor (Elected Student Representative)

Realfoods Project Team

RUSU Staff

Realfoods Barista/Café Assistant

RUSU Student Reps

RUSU Volunteers
1. **Position Summary**

The RUSU Realfoods Cafe Barista/Café Assistant is employed to perform Barista duties and undertake the daily in cafe operations of the RUSU Realfoods Café at Bundoora. They are the primary staff member on site – 4 days/week and are responsible for communicating with the Realfoods Café - Administration & Volunteer Support Officer to ensure the smooth running of the Café.

The role primarily involves customer service, food preparation and preparing and serving hot drinks such as coffee, chai or teas consistently to the highest quality. They will also be responsible for dosing and grind adjustment.

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

This role is responsible for the opening daily set up and close of the RUSU Realfoods Café

The role will also require handling EFTPOS and POS transactions, banking, stock control, direct customer service, food handling and basic cleaning. Actively communicating with the Realfoods Café - Administration & Volunteer Support Officer, the Café Cook, casual staff and volunteers will be essential.

They will also 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, however will refer any other volunteer or staffing related matters to the appropriate RUSU staff member.

2. **Key Responsibilities**

Ensure the smooth operation of the RUSU Realfoods Café Bundoora by:

- Providing high quality customer service and front counter service delivery
- Operating the Cafe Point of Sale system and complying with cash handling protocols
- Delivering consistently high quality coffee and hot drinks
- Ensuring full function of coffee machine, grinder and café equipment
- Overseeing and being responsible for the open of business and close of business including, setting up and reconciling the register, banking, visual displays cleaning based on documented processes.
- Communicating and handing over issues arising from the cafe operations to the Realfoods Café - Administration & Volunteer Support Officer, Café Cook, casual staff and others as required
- Food preparation and ensuring that food handling practices comply with industry standards and legislative requirements for food handling and OH&S
- Data entry, maintaining relevant administration records and undertaking necessary liaison and administrative tasks as directed
- Working alongside and assisting student volunteers and referring any issues arising with volunteers during shifts to the appropriate RUSU staff member
- Working with relevant RUSU staff to promote RUSU Realfoods Café Bundoora to potential customers & volunteers.
- Undertaking duties related to receiving and managing stock 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 prior experience in a Barista role for a **minimum of 2 years** in a fast paced cafe, requiring completion of tasks to be quickly, accurately and professionally delivered
- Be knowledgeable in all areas of coffee making, including grinder adjustment and capable of troubleshooting if issues occur with grinder or machine
- Excellent communication, customer service and point of sales skills
- Demonstrated experience in retail operations in a professional setting (e.g. receiving of stock, Point of Sale, cash reconciliation, banking and invoicing)
- Demonstrated experience in food preparation, food handling and service.
- Demonstrated understanding of diverse dietary specialisations (e.g. vegetarian, vegan, gluten free) and ability to assist in preparation of food to meet these requirements
- Demonstrated understanding of and commitment to organic, vegetarian and Fairtrade principles and practices
- Knowledge of and commitment to food safety and hygiene and the relevant Fairtrade policies affecting this field
- Strong team working ability and the capacity to take initiative where necessary and appropriate
- Experience working with volunteers.
- Demonstrated computer skills including word processing, basic spreadsheets, email and internet, using industry standard applications
- Understanding of and commitment to the principle of student control over student affairs
- Successful completion of a police check

3.2 **Desirable**

- Candidates are preferred, yet not required at the outset, to hold the following qualifications;
  - Food Handlers Certificate.

4. **Special Requirements**

NIL

5. **Job Complexity, Skills, Knowledge**

**Level of Supervision**

The incumbent works under the general direction of an elected student office bearer, who will provide direction from the Realfoods Cafe Project Team. They are the primary staff member on site at Bundoora 4 days a week, with support, supervision and direction often provided remotely. They work in accordance with established policies and procedures and the RUSU Realfoods Operational Plan and lease agreement.

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

This position is required to brief the Sustainability Officer, student supervisor and/or Realfoods Café - Administration & Volunteer Support Officer on any important issues that arise during the course of their work.
The Governance & Development Officer will be available to provide support to and troubleshooting for the incumbent. The incumbent will have support available from the Student Engagement Officer 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 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 is also desirable for 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 position requires the application of 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 Governance & Development Officer and the Realfoods Café - Administration & Volunteer Support Officer.

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 December 2015

Staffing Committee......................................................................................... Date: 2 December 2015

Classification Committee................................................................................ Date: 3 December 2015