

RUSU Realfoods Barista/Café Assistant City (Temporary Part time)

Position No.

Organisational Unit Sustainability

Location RMIT Swanston Street Campus – Building 8, Level 3.

Classification SUE 1 \$67,988 Full time equivalent. (\$37.35/hour)

Salary Full time equivalent

Superannuation UniSuper or other as indicated by Incumbent

Employment Type Part Time: Monday to Thursday (minimum 16 hours per week / maximum 28 hours). Regular rostered shifts within flexible band.

Temporary Contract 10 July Feb – 10 November 2023

Other Benefits Student Union employees are covered by an Enterprise Agreement

Contact For further details and to apply, email rusu.jobs@rmit.edu.au

Closing Date 9am Wednesday 7 June 2023

Advice to Applicants By the closing date applicants must:

- 1) Provide a cover letter addressing the selection criteria.
- 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 Incorporated (RUSU) is the representative body of around 75,000 RMIT University students. It is a registered not-for profit organisation and is completely independent from RMIT University. RUSU has an annual operating budget of over \$4 million and employs 25 paid staff members and 15 student casuals. It is governed by 28 elected student representatives, most of who receive an honorarium. 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's main offices are in the CBD; however, we operate offices and provide services on outlying campuses in Bundoora and Brunswick.

RUSU 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, forums and workshops, including the promotion of student welfare, advocacy and student complaint resolution.
- Providing a diverse range of social and cultural activities and free food events
- Coordinating a wide range of student clubs and delivering a student volunteer program.
- Operating RUSU Realfoods – ethical, sustainable, plant-based cafe.
- Producing student publications and operating a TV production house.

All staff and student representative positions are required to operate within 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.

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Working Environment / Important Personal Attributes

This position within RUSU and the Realfoods Cafe offers a unique and rewarding working environment whereby elected 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 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.

They must also be willing to share their experience and mentor the volunteers, in basic food preparation and kitchen skills.

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 and the Realfoods Cafe staff.

RUSU Realfoods is a student- run vegetarian and vegan social enterprise Cafe specialising in the provision of healthy, ethical, sustainable, plant-based food and coffee on campus.

Realfoods – City

RUSU has operated Realfoods Café's at RMIT City Campus since 2010 and in our current location since 2017. The café was purpose build by RMIT for Realfoods in consultation with RUSU. Realfoods trades from Monday –Thursday.

Our cafe has full cook facilities 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 on-campus catering options.

Realfoods is known for our high-quality organic fairtrade coffee.

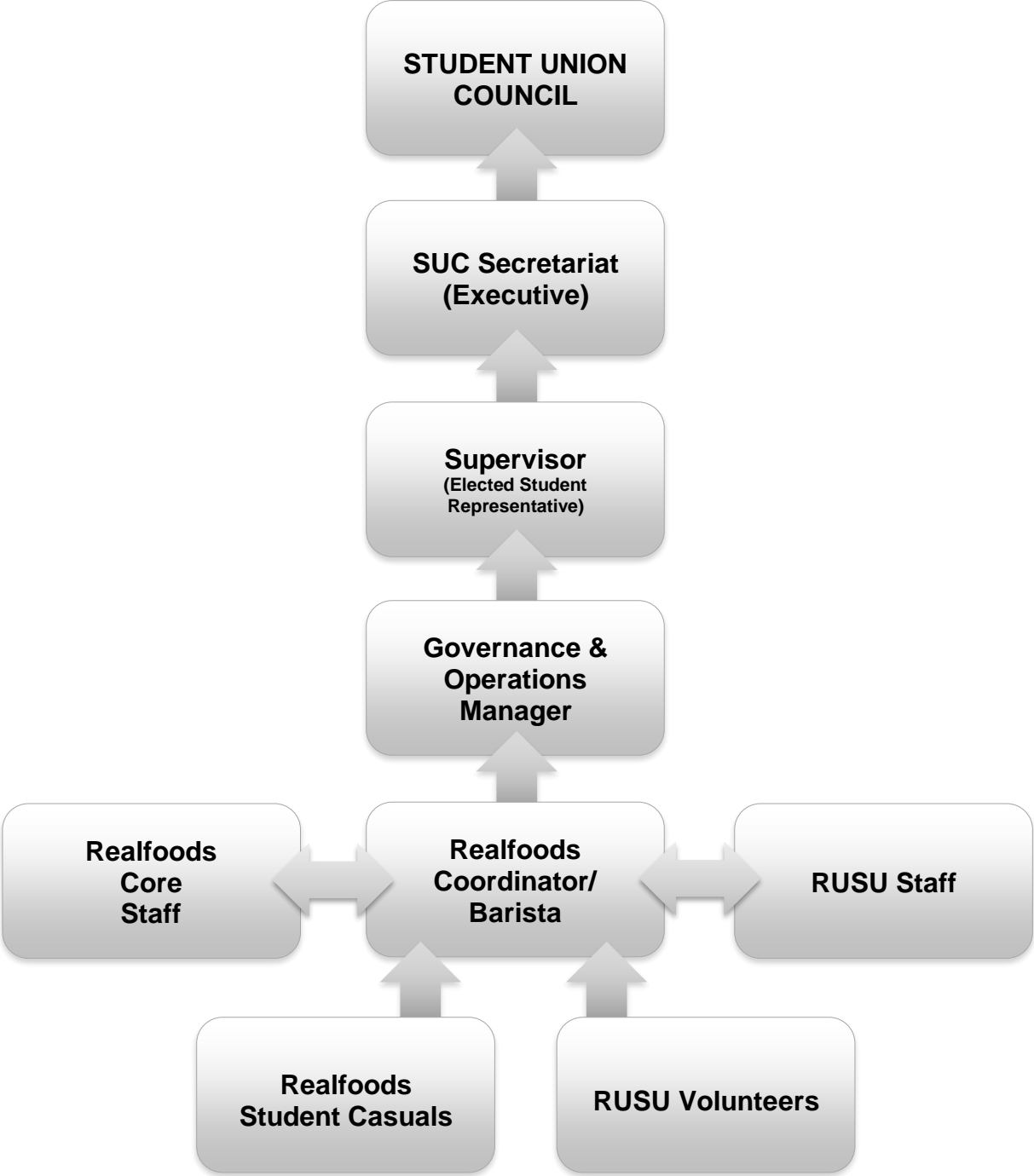
Realfoods is staffed by; the Realfoods Coordinator/Barista, part time/casual baristas and cooks. Our Cafés operations are supported by RUSU student volunteers. The Realfoods Coordinator/Barista role is the overarching position coordinating operations and being the primary point of contact at Realfoods for RUSU management. It is a hands-on, in-café role.

Oversight & Direction

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

The overall cafe operations are coordinated and overseen (at a high level) by the RUSU Management Team. RUSU management is responsible for; ensuring that the cafe is operating in accordance with the lease agreement and (established) operational plan, compliance matters, drafting the annual Realfoods Café budget, monitoring and review of Café finances and performance. RUSU Management works closely with the core Realfoods café staff team, in particular the Realfoods Coordinator/ Barista.

Organisational Chart



1. Position Description

The RUSU Realfoods Cafe Barista/Café Assistant is employed to perform Barista duties and to assist with the daily in cafe operations of the RUSU Realfoods Café. They are the consistent staff member across all four working days and the primary staff member on site several days a week.

The role primarily is to prepare and serve hot drinks such as coffee, chai or teas consistently to the highest quality. The Barista will also be responsible for dosing and grind adjustment in addition to other tasks such as customer service and basic food handling. This position is required to assist with the preparation and service of food, in particular toasties, sandwiches, wraps, cakes and muffins.

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

In addition to all barista duties this role will be responsible for opening and daily set up or the daily close of business.

The role will also require handling point of sale duties, stock control, direct customer service, food handling and basic cleaning. Actively communicating with Realfoods 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 Realfoods Coordinator or appropriate RUSU staff member.

2. 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 and 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
- Overseeing and being responsible for the open of business or close of including, setting up the register with float, visual displays and cleaning based on documented processes.
- Communicating and handing over issues arising from the cafe operations to the Realfoods staff and others as required
- Assisting with food preparation and food service and ensuring that food handling practices comply with industry standards and legislative requirements for food handling and OH&S
- Working alongside and assisting student volunteers and referring any issues arising with volunteers during shifts to the appropriate RUSU staff member
- Undertaking duties related to receiving and managing stock as directed
- Undertaking banking as required.

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 and commitment to organic, vegetarian and Fairtrade 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)
- 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.

4. Special Requirements

- Successful applicant will be required to hold a Working with Children Check.
- A probationary period of 6 months applies to this position.

5. 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 Governance & Operations Manager.

They are the consistent staff member on site 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.

This position is required to brief the student supervisor 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 Student Union Office Bearers and staff, in particular with the Realfoods Café Coordinator/Barista, RUSU President, Sustainability Officer, Realfoods staff and Governance & Operations Manager.

The Governance & Operations Manager and Realfoods Coordinator/ Barista 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 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 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 & 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:

The position requires the application of:

Supervising Body (Secretariat).....	Date: 16 May 2023
Staffing Committee.....	Date: 16 May 2023
Classification Committee.....	Date: 3 December 2015