



POSITION DESCRIPTION

Café Assistant

Reports to: Café Supervisor

Classification: PACCT 2

Department: Properties & Assets

Location: Mildura campus

About SuniTAFE

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura and Swan Hill, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Our Values

SuniTAFE's values and behaviours ensure quality education outcomes by setting out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.



Primary objectives

- Prepare and serve food and beverages to customers
- Flexibility to work Front and Back of house
- Assist with maintenance of stock levels

- Maintain cleanliness of the Cafe both front and back of house, including washing dishes and kitchen cleaning, ensuring it is presented in a hygienic manner

Position summary

The Casual Café Assistant works within a team-based environment to support the efficient operation of the Cafe. The Café Assistant prepares and serves hot and cold food and beverages, whilst maintaining a safe and hygienic working environment and following established food hygiene procedures and practices. The Café Assistant provides a high level of customer service to all clients and actively promotes a strong customer focus.

Key responsibilities

- Prepare and serve hot and cold food and beverages
- Clean Espresso machine on a daily basis to appropriate operating standards
- Maintain cleanliness of the Cafe both front and back of house, including washing dishes and kitchen cleaning, ensuring it is presented in a hygienic manner
- Maintain food safe practices at all times
- Assist with maintenance of stock levels
- Assist in the provision of catering services in line with catering requests
- Provide wait services at any Institute venue as required and agreed
- Prepare and clean up after events and functions
- Report any non-functioning equipment to the Café Manager for repair
- Ensure knowledge is gained and maintained in the use of all relevant equipment.
- Operate within the Institute's Policies and Procedures

Act in accordance with SuniTAFE values – Relationships, Integrity, Accountable and Improvement including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Workplan and Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Ensure compliance with SuniTAFE's Staff Code of Conduct, Child Safety Policy and Child Safety Procedures at all times.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.

- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

QUALIFICATIONS & EXPERIENCE:

- Previous Hospitality experience in a fast past environment
- Safe Food Handling Certificate
- Experience with the preparation and serving of hot and cold food and beverages
- A thorough understanding of occupational health and safety and safe food handling practices
- Use and experience with a POS system.
- Cookery and food preparation skills
- Excellent organisational and time management skills
- Ability to work as part of a cohesive team in a busy environment
- Ability to work independently under pressure and meet deadlines
- Excellent interpersonal and communication skills
- Willingness to learn with a can-do attitude.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
	<ul style="list-style-type: none"> • Café Manager • Café Cook / Chef • SuniTAFE Staff 	<ul style="list-style-type: none"> • Suppliers • Students

Key selection criteria

- Appropriate food safety certificate.
- Previous experience working in canteen, cafeteria or café environment.
- Cookery, food preparation and barista skills.
- Proven skills in customer service.
- Ability to work as part of a cohesive team in a busy environment.
- Experience with a POS system.

The successful candidate will be required to provide:

- *A successful criminal record check which is less than 6 months old; and*
- *A working with children check.*

Additional Information

- SuniTAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply.
- SuniTAFE promotes the safety, wellbeing and inclusion of all children including those with a disability.
- Position, requirements, classification skill level required and conditions in accordance with Sunraysia Institute of TAFE (PACCT) Enterprise Agreement 2021.

Systems Access Level:	HR employee
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