



Position Description

Position Title: Wholefoods Food and Beverage Attendant
Reports to: Wholefoods Coordinator
Classification Level: Restaurant Industry Award 2010 - Level 2
Fraction: Casual
Main purpose of role: Food preparation and coffee production within Wholefoods Vegan and Vegetarian restaurant
Works closely with: Wholefoods staff and volunteers
Effective Date: February 2023

I have read, understood and agree to comply with the position description

INCUMBENT _____

SIGNATURE _____ **Date** _____

APPROVED BY SUPERVISOR _____

TITLE _____

SIGNATURE _____ **Date** _____

ORGANISATIONAL CONTEXT

Monash Student Association

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 37,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

Wholefoods

Wholefoods is a student-run vegetarian and vegan restaurant and cafe made up of staff members and members who volunteer their time. Wholefoods also has a collective who are encouraged to participate in associated discussions to help foster a strong and supportive community.

Wholefoods staff are employed by MSA.

Position Summary

This position is located in the Wholefoods Restaurant, and comes under the direction of Wholefoods Coordinators. Attendants work within either/both the café and kitchen spaces and general duties include supervision of volunteers, customer service, food and beverage service, restocking and cleaning.

Wholefoods employs attendants who are able to work in both the café and kitchen. Responsibilities of these locations include:

- Café: customer service, food preparation, coffee making and cleaning and maintenance of the café space;
- Cake cooks: baking cakes for the café and catering services;
- Kitchen: food preparation, customer service, cleaning and maintenance of the kitchen space

KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
CUSTOMER SERVICE	
Assisting customers as needed/directed Operation of a POS system and cash handling	Assist customers in line with MSA service standards Operate POS in line with MSA guidelines
STOCK CONTROL	
Restocking drinks, food or other goods as needed or directed Ensuring deliveries are stored correctly	Restock and accept deliveries in line with MSA guidelines
Advise Wholefoods Coordinator of stock requirements	Advise coordinator in a timely manner
COFFEE PRODUCTION	
Coffee production	In line with MSA training
Machine cleaning and minor maintenance	In line with MSA guidelines
FOOD SERVICE	
Preparation and presentation of meals as required Crockery collection, tables and spaces cleaned as required	All Food Safety standards are met Completed in a timely manner
Machine cleaning and minor maintenance	In line with MSA guidelines
GENERAL DUTIES	
Support the supervision and training of volunteers Delivering functions Advise Wholefoods Coordinators of any maintenance	In line with MSA policies and procedures Advise coordinators in a timely manner
POLICY, PROCEDURES, QUALITY AND SYSTEMS	
Immediately notify direct supervisor of any non-compliance within department to would risk MSA operating outside legislative requirements	All work must be carried out in compliance with MSA policies and procedures
PEOPLE MANAGEMENT REQUIREMENTS	
Actively participate in MSA performance management process Treat all workplace participants, students and customers with honesty, fairness and respect Act in a manner that is aligned with MSA's culture, values and strategic vision at all times	To be carried out in line with MSA policies and procedures

OHS REQUIREMENTS	
Conduct duties in a safe manner at all times Ensure all hazards and incidents are immediately reported Compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements	Prevention of avoidable injuries Follow OHS procedures Follow safety procedures for PPE
OTHER RESPONSIBILITIES	
Perform other appropriate duties and responsibilities as assigned by supervisor	Requested tasks are completed in a timely manner

KEY SELECTION CRITERIA

ESSENTIAL CRITERION
Current employee Victorian Working with Children's Check card* (cannot be a volunteer card)
Hospitality experience <ul style="list-style-type: none"> a. Barista training and/or experience is essential for café positions b. Food preparation experience is highly desired for kitchen and baking shifts
Excellent customer service skills
Familiarity with vegan/vegetarian food and an awareness of animal friendly/cruelty free products
Reliable and able to provide good quality and consistent service
Experience working with volunteers
A high level of interpersonal skills; including an approachable and welcoming demeanour and the ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
Ability to work independently and collaboratively and also the ability to manage multiple tasks and meet timelines in an effective and efficient manner
Demonstrated initiative, professionalism, self-motivation, flexibility and problem-solving skills
Excellent communication skills, both written and verbal with a high standard of spelling and grammar and sound proofing skills
DESIRABLE CRITERION
Knowledge and experience working with students and/or young adults, preferably in the tertiary education environment

Understanding of or experience with consensus decision making process and non-hierarchical management systems
Experience working and/or volunteering in Wholefoods or a similar community-run organisation
Experience working in an outlet that provides meals and drinks or familiarity with vegan/vegetarian food and an awareness of animal friendly/cruelty free products
Knowledge and/or experience of working with not-for-profit or membership organisations, including community clubs or volunteer organisations
Knowledge and/or experience with students and/or young adults, preferably in the tertiary education environment

OTHER JOB-RELATED INFORMATION

This position is casual. There is a requirement to work outside normal working hours, in particular evenings and rotating shifts.

This role will need to manage the needs of competing priorities on a regular basis.

This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals. It will require working closely with elected student officers and must ensure at all times that any advice or information provided is impartial and objective.

Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (s with all MSA policies and procedures) must be followed at all times.

** As part of the Child Safe Standards, you are required to have a current employee Victorian Working with Children’s Check (WWCC). Proof of the employee WWCC or application for WWCC need to be recorded before starting employment at MSA. Proof of acceptance of WWCC will be required before the end of the probation period. Once employed, staff must ensure to renew their WWCC in a timely manner and provide proof of a current and valid WWCC to MSA HR. If at any time, your WWCC is to be removed by the Department of Justice this could affect your employment at MSA.*