



Position Description

Position Title: Wholefoods Operation Coordinator
Reports to: Finance Director
Classification Level: Restaurant Industry Award 2010 - Level 5
Fraction: Casual
Main purpose of role: Coordinate Wholefoods operations
Works closely with: Wholefoods staff, volunteers and collective members, Finance Director and the Finance department team.
Effective Date: 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

Wholefoods Operations Coordinator is responsible for coordination of the non-staff and volunteers related operational tasks within the Wholefoods restaurant including but not limited to:

- menu planning,
- stock ordering,
- quality control,
- supplier negotiation,
- stock control and regular stocktaking,
- equipment procurement and maintenance, and
- Food Safety compliance.

KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
ADMINISTRATION	
<p>Provide advice, feedback and reports to the MSA Finance Director on the strategic direction for Wholefoods Restaurant</p> <p>Contribute to a written monthly report to the MSA Finance Director</p>	<p>Advice, reports and resources are relevant, accurate, complete and provided in a timely manner</p>
<p>Work with the MSA Finance Director and MSA Executive to develop Wholefoods business plans and budgets</p>	<p>Financial sustainability of the Wholefoods Restaurant</p> <p>Development, maintenance and adherence to strategic plan and budget</p> <p>Ensure compliance with overarching MSA strategic plan, goals and objectives</p>
OPERATIONAL DUTIES	
<p>Supervise, coordinate and evaluate work of all Wholefoods employees and volunteers in preparing and serving food, and cleaning facilities and utensils</p> <p>Oversee and participate in the preparation and serving of food</p> <p>Oversee and/or participate in menu planning (including costing) with Wholefoods Cook and working groups</p>	<p>Training resources and advice provided is relevant, accurate, complete and timely</p> <p>Food safety standards and quality control systems managed and adhered to at all times</p> <p>High level of customer service at all times</p>
<p>Complete ordering for all goods</p> <p>Forecast and plan the purchase of food, cleaning chemicals and other minor supplies (i.e. disposables), managing a cost-effective operation (negotiate best rates for products to minimise cost of goods)</p> <p>Facilitate deliveries in person or by organising and training volunteers</p>	<p>All products and goods ordered, delivered and stored within MSA guidelines and procedures</p> <p>Quality control systems managed and in place at all times</p> <p>Food safety standards adhered to at all times</p>
<p>Maintain Equipment Service Log (ensure equipment is tested once per year, maintained and replaced to meet legislative requirements)</p> <p>Maintain required records including items such as stocktake, invoice requisitions, food production, food safety, inventory, income/expense and meal counts</p>	<p>Maintain accurate and confidential databases, records and receipts in line with MSA policies and procedures, government legislation and food safety standards</p>
<p>Function/event catering if financially viable</p>	<p>Catering managed in a cost effective manner and to high food safety level</p>

FOOD SAFETY	
<p>Completion of the Food Safety Supervisors course</p> <p>Ensure Wholefoods compliance with Food Safety Regulations</p> <p>Implement and maintain accurate records that are required in the food safety program for class 2 Retail food service plan (includes Cleaning Schedules, Temperature Logs, Calibration Logs, Process Logs)</p> <p>Manage online Food Safety Training for all staff and volunteers</p> <p>Ensure all equipment is adequate and compliant with food safety regulations</p>	<p>Training resources and advice provided is relevant, accurate, complete and timely</p> <p>Food safety standards and quality control systems managed and adhered to at all times</p> <p>Maintain accurate databases and records in line with MSA policies and procedures, government legislation and food safety standards</p>
EVENTS AND COMMUNICATIONS	
<p>Work with MSA to create and maintain a Wholefoods publicity strategy</p> <p>Work with MSA to develop publicity material for Wholefoods</p>	<p>Ensure strategy complies with MSA policies and procedures</p> <p>Publicity material created in line with MSA policies and procedures</p>
<p>Maintain Wholefoods social media and physical notice boards with relevant news/events</p>	<p>Social media accounts maintained and moderated in line with MSA policies and procedures</p>
<p>Organise Wholefoods events</p>	<p>Events organised in a timely manner and in line with MSA policies and procedures and must also comply with Monash University event risk management requirements</p>
POLICY, PROCEDURES, QUALITY AND SYSTEMS	
<p>Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice</p> <p>Immediately notify direct supervisor of any non-compliance within department to would risk MSA operating outside legislative requirements</p>	<p>All work must be carried out in compliance with MSA policies and procedures</p> <p>Wholefoods must be compliant with MSA's overarching strategic plans, objectives and goals</p>
PEOPLE MANAGEMENT REQUIREMENTS	
<p>Actively participate in MSA performance management process</p> <p>Treat all workplace participants, students and customers with honesty, fairness and respect</p> <p>Act in a manner that is aligned with MSA's culture, values and strategic vision at all times</p>	<p>To be carried out in line with MSA policies and procedures</p>

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, preferably experience in a management or supervisory position
Excellent training, mentoring and customer service skills
Thorough understanding of Food Safety and OH&S requirements
Experience and willingness to deal with conflicts between people in the workplace
A high level of administrative skills
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 in coordinating volunteers or staff

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.*