

POSITION DESCRIPTION

CAFE ASSISTANT

DEPARTMENT	Corporate
REPORTS TO	Café Manager
DATE	June 2026
POSITION OBJECTIVE	The café assistant will work alongside the Café Manager in relation to menu development, purchasing of supplies and food preparation for students, staff, and guests. There is to be an emphasis on healthy options.
Achievement of the position objective will be reviewed against key performance indicators in the annual appraisal and review process and as required	

Our Values are reflected in our commitment to:

- * *Integrity*
- * *Inclusion*
- * *Quality*
- * *Collaboration*
- * *Safety*

Community College Gippsland (CCG) is a child safe organisation with zero tolerance for child abuse and is committed to the safety and wellbeing of all students. CCG supports and adheres to Child Safety Standards.

United we belong. Together we thrive.

The CCG community welcomes people from all backgrounds, abilities and identities. We are enhanced by our diversity and learn through inclusion, respect and understanding.

At CCG we:

- *Provide a safe and inclusive environment that is free from discrimination.*
- *Empower students and harness their uniqueness through voice and agency.*
- *Ensure equal employment opportunities for all and encourage the participation of underrepresented staff.*
- *Celebrate the differences of our people and recognise their unique contributions to our community.*

SCOPE OF THE ROLE

To provide efficient and high-standards of food service to students, staff, volunteers and commercial clients. To offer a pleasant and satisfying experience through great customer service with a friendly and welcoming attitude.

RESPONSIBILITIES

- Preparation of snacks, meals and meeting catering for students, staff, and campus guests.
- Making coffee and hot drinks for students, staff, and campus guests.
- Restocking food and beverage items.
- Customer service including taking orders, cash/transaction handling and serving meals.
- Support the Café Manager.
- General cleaning duties including maintaining the premises in accordance with the Food Act 1984 and cleaning table and chairs.

ORGANISATIONAL FUNCTIONS

- Actively participate in and comply with the Health and Safety systems, policies, and emergency procedures in place throughout the organisation including:
 - Promptly and accurately reporting all hazards, accidents, incidents, and near misses.
 - Ensuring safe use and maintenance of equipment including PPE for self and students.
 - Maintaining a current knowledge of emergency evacuations procedures for all relevant campuses and participating positively in drills and training sessions.
 - Make recommendations for improvements in health and safety.
- Actively support the mission, vision, and values of CCG in the performance of all roles and functions.
- Ensure that all actions support the good reputation of CCG and assist to build a positive perception of CCG with all stakeholders including students, community groups, employers, and visitors.
- Be aware of and participate in strategic planning process including making suggestions for improvements.
- Actively work with colleagues to build positive relationships and teamwork across the whole organisation.
- Perform other duties as requested, in a timely, professional, empathetic, accurate manner and in accordance with Community College Gippsland Policies and Procedures

KEY PERFORMANCE INDICATORS

- Provide a high level of customer satisfaction.
- Serve customers and aim to minimise waiting times.
- Ensure order accuracy by checking customers are receiving the correct food and beverage items.
- Ensure food and beverage quality by checking the freshness and appearance.
- Maintain a clean and hygienic environment.
- Ensure accurate cash handling transactions.
- Work collaboratively with the café team.

CAPABILITIES/KEY SELECTION CRITERIA

The candidate should demonstrate experience and practical application of the following capabilities within a work setting:

- **Planning & Organisation:** Prioritising tasks, managing schedules, and completing work within designated timeframes.
- **Adaptability & Problem Solving:** Being flexible and willing to learn new technologies and adapt to changing work environments.
- **Resource Efficiency:** Achieving results through efficient use of resources and delivery on agreed outcomes.
- **Teamwork:** Collaborating effectively with others to achieve common goals.
- **Safety & Compliance:** Understanding and adhering to safety regulations and industry food handling standards.

MANDATORY REQUIREMENTS

- Food Handling & Safety Certificate.
- Clear Police check.
- Clear Working with Children check.

QUALIFICATIONS

Preferred

- Additional training or education in the hospitality industry

FUNCTIONAL RELATIONSHIPS

Key Internal

Students
Staff
Board Directors

Key External

Local Government Food Officers
Community Groups & the Public
Suppliers



DECLARATION:

I have read, understand, and accepted the above Position Description.
I understand that the Roles, Functions and Key Performance Indicators in this Position Description, form part of the Community College Gippsland Contract of Employment.

Signed: -----

Date:

Name:

