

TITLE	Café and Food Services Assistant
EMPLOYMENT STATUS	Full Title
DEPARTMENT	Boarding
ENTERPRISE AGREEMENT	Launceston Church Grammar School General Staff Enterprise Agreement 2023-2025
EA CLASSIFICATION	School Operational Services Grade 2
REPORTS TO	Head of Boarding / Catering Manager
REPORTS	Nil
LOCATION	Senior Campus

Scope of position

This position is responsible for delivering customer service while efficiently operating the café's point-of-sale (POS) system. This role includes food handling, preparation, safe transport of food items, and maintaining cleanliness and compliance with food safety standards.

Standard hours are 8:00am – 3:00pm however flexibility in scheduling is essential, including availability for early mornings, evenings, weekends, and public holidays as required.

Duties and Responsibilities

CUSTOMER SERVICE & POS OPERATIONS

- Greet customers in a friendly and professional manner.
- Accurately process orders and payments using the POS system (cash, EFTPOS, and other payment methods).

FOOD HANDLING & PREPARATION SUPPORT

- Prepare and serve food and beverages in accordance with café standards.
- Handle food safely in compliance with food safety regulations and hygiene standards.
- Assist with basic food preparation tasks as required.

FOOD TRANSPORT & DELIVERY

- Safely transport food items within the café and, where applicable, to designated delivery or pick-up points.
- Ensure orders are complete, accurate, and properly packaged prior to transport.

CLEANING & MAINTENANCE

- Maintain cleanliness of service counters, dining areas, and food preparation spaces.
- Follow daily and weekly cleaning schedules
- Any other duties as required by Manager.

WORKPLACE HEALTH AND SAFETY - WORKER

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others
- Comply, so far as you are reasonably able to, with reasonable instruction provided by the School
- Co-operate with reasonable policy and procedure relating to health and safety at the workplace that has been notified to staff by the School including reporting any hazards, incidents and near misses.

Key Selection Criteria

SKILLS AND WORK REQUIREMENTS

- Previous café, hospitality, or retail experience preferred but not essential.
- Experience operating a POS system.
- Strong communication and interpersonal skills.
- Ability to multitask in a fast-paced environment.
- Reliable, punctual, and well-presented.
- Flexible availability, including early mornings, evenings, weekends, and public holidays.
- Ability to stand for extended periods.
- Ability to work both independently and as part of a team.

QUALIFICATIONS

- **Working with Vulnerable People Registration** – Department of Consumer, Building and Occupational Services.
- **National Police History Record Check** – Tasmania Police
- **Driver's Licence** – A current (open) driver's licence
- HLTAID012 – **Provide First Aid in an Education and Care Setting.**
- HLTAID009 - **Provide CPR**

Safeguarding Children and Young People

Launceston Church Grammar School is an Australian Childhood Foundation Accredited School and we take the safeguarding of children and young people seriously.

- Ensure all Launceston Church Grammar School policy compliance is met;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management,
- Maintain valid working with vulnerable people registration; and
- Report to management any criminal charges or convictions you receive during your employment that may indicate a possible risk to children and young people.

Attitudes and personal qualities

- Supportive of the Anglican Ethos of Launceston Church Grammar School
- Honest, trustworthy and ethical
- Well-developed interpersonal and communication skills with the ability to connect with students, parents and colleagues.
- Respect for confidentiality
- Sense of humour
- Flexibility to adapt to changing schedules and student needs.
- Time management skills to balance multiple tasks, responsibilities and shifting priorities.