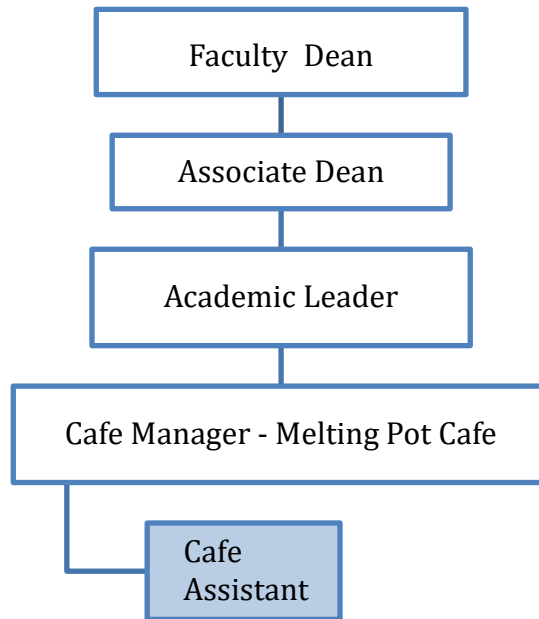


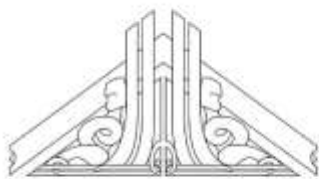
JOB DESCRIPTION

Job Title:	Cafe Assistant (Melting Pot Café)
Department:	Faculty of Business, Design and Service Industries
Reports To:	Cafe Manager
Job Purpose:	To provide an efficient and cost-effective customer and food service to the establishment
Date:	June 2024

Organisational Context:



Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values



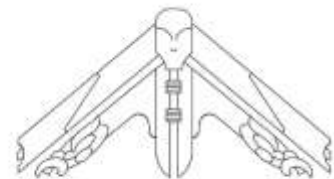
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Toi Ohomai Institute of Technology Strategic Intent

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 1000 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

Toi Ohomai's Strategic Intent is to:	We will:
1. <i>have meaningful and effective partnerships</i>	<ul style="list-style-type: none"> a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders. c. Work collaboratively with other education providers. d. Work closely with government agencies.
2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i>	<ul style="list-style-type: none"> a. Ensure that we understand and meet the tertiary education needs of the region. b. Provide accessible and adaptable pathways for learners. c. Develop our discipline and research strengths to align with those of the region. d. Be active in technology transfer and applied research for industry.
3. <i>be innovative and support innovation</i>	<ul style="list-style-type: none"> a. Create an organisational culture that encourages and supports innovative practice. b. Develop activities that support new innovators and entrepreneurs in our region. c. Embrace and share new technologies and practices in education and industry. d. Build our capability and delivery of STEM subjects and courses.
4. <i>be learner-centred</i>	<ul style="list-style-type: none"> a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation. b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability. c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Māori and Pasifika students to achieve success. d. Create a culturally-safe environment for all learners.
5. <i>be a sustainable organisation</i>	<ul style="list-style-type: none"> a. Ensure that we are financially responsible and sustainable. b. Develop revenue streams appropriate to our core purpose. c. Maintain the highest standards of health and safety for our staff and students. d. Develop the capability of our staff to meet the future needs of the organisation. e. Minimise our negative environmental impact. f. Contribute to the social cohesion of our communities.

Resource Management:**Financial Authorities:**

Budget owner: No
 Delegated Financial Authority as per Toi Ohomai's
 Delegations Policy: No

Staff Authorities:

Number of Direct Reports: Nil
 Number of Indirect Reports: NIL
 Responsible for contract staff, and/or coaching, training of
 others: No
 Responsible for new employee hire: No

Functional Relationships:**INTERNAL**

- Faculty Dean, Business, design and Service Industries
- Associate Dean, Tourism Hospitality, Arts, Hair and Beauty
- Academic Leader, Tourism and hospitality
- Staff
- Students

EXTERNAL

- Approved suppliers
- Relevant government agencies
- Community and professional groups

Key Competencies are framed by Toi Ohomai's Strategic Intent

The delivery of all key competencies should align to the delivery of Toi Ohomai's Strategic Intent and values.

The following list articulates the generic key responsibilities of the role. In addition to these the employee may also be required to undertake reasonable tasks and projects beyond these responsibilities.

Key Competencies and Expected Outcomes:

- Greet customers warmly and provide prompt, courteous service.
- Take customer orders accurately and efficiently.
- Address customer inquiries and resolve complaints in a professional manner.
- Prepare and serve a variety of coffee drinks and other beverages following standardised recipes.
- Assist in the preparation and presentation of food items.
- Ensure all food and beverages are prepared to high-quality standards.
- Operate the point of sale, cash register and handle transactions accurately.
- Maintain proper cash management practices.
- Keep the café clean and organized, including tables, counters, and seating areas.
- Assist with dish washing and maintaining cleanliness of kitchen equipment.
- Ensure all health and safety regulations are followed
- Assist in restocking supplies and organising storage areas.
- Work collaboratively with other team members to ensure smooth operation of the café.
- Ensure compliance at all time of the on site Food Control Plan and the Food Act (2014).
- Take all practicable steps to ensure individual personal safety and the safety of others.
- Ensure grooming and presentation of self is of the highest standard at all times.

Note:

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

Person Specification:**Qualifications****Essential:**

- NIL

Desirable:

- New Zealand Certificate in Food and Beverage (level 3)
- Barista Training

Knowledge / Experience**Essential:**

- Previous experience in a customer service or food and beverage role is preferred but not required.

Desirable:

- Previous experience in a customer service or food and beverage role.

Skills and Attributes**Essential:**

- Excellent oral and written communication skills, particularly at an inter-personal level
- Ability to be self-motivating and able to work independently; and as part of a team
- Display of a high level of professional and ethical conduct
- Interest in continued enhancement of personal knowledge and abilities

Desirable:

- Knowledge of current industry trends
- Understanding and commitment to Equal Educational Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi and bicultural issues in education

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.