

Café Assistant

Kaupapa | Purpose

To support the Café Manager in establishing The EIT Campus Café as the premier food service provider by ensuring there is a primary focus on a passion for food and an excellence in service.

Reports to: Café Manager

Team: Café | EIT Hawkes Bay | Tairāwhiti

Remuneration:

Date: 2026

Ngā Hononga Mahi | Working relationships

Internal: Campus Café Operations, Executive Director – Operations, EIT Kaimahi, EIT Ākonga

External: Suppliers, Stakeholders

Resource delegations and responsibilities:

Financial: Not applicable

People: Not applicable

Ngā mahi | Do

CAMPUS CAFE

- Customer counter service when required.
- Cash handling - use PoS System (Till).
- Liaise with Café Manager for function events (internal and external).
- Prep and cook fresh food items for the Campus Café (On and off-site catering) including Cabinet Food.
- Produce in-house catering (for EIT).
- Delivery of food to functions
- Ensure consistency of customer satisfaction, food quality and service delivery through operational excellence.

CUSTOMER SERVICE

- Promote EIT, The Campus Café in a positive manner.
- Promote a client service culture where customer service is at the forefront.

EQUIPMENT: CLEANING AND MAINTENANCE

- Conduct schedule maintenance in conjunction with cleaners and assistant technician, to ensure high standards of cleanliness in kitchens, restaurant, preparation area and barista area.
- General café and kitchen cleaning duties

STOCK CONTROL

- Maintain maximum/minimum levels of basic stock items as directed by Café Manager.
- Participating in annual stock take.

GENERAL

- Liaise daily with Café Manager as required
- Implement sustainable work practices to at least a minimum standard of EIT requirements.
- Work in a safe manner at all times and comply with relevant safety policies/procedures.
- Ensure compliance with all relevant EIT policies and procedures.
- Participate in all Campus Café team meetings.
- Maintain currency of First Aid training to a minimum of a Comprehensive First Aid certification.
- Support student training and pastoral care by referral to relevant services.
- Undertake other duties as agreed with Café Manager and or Executive Director - Operations.

FUNCTIONAL ASSIGNMENT

Café Assistant's may be assigned an area of café operations in consultation with the Café Manager. This assignment provides a primary focus in addition to the above duties.

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

KNOWLEDGE, EXPERIENCE AND SKILLS

- Experience in hospitality stock control
- Expertise in and current knowledge of food hygiene regulations and food safety plans

- Good interpersonal and customer facing skills, able to empathise, maintain professionalism, display patience and politeness within a sometimes-pressurised environment
- A conscientious, flexible and ‘can do’ working style
- Good oral communication skills. Ability to communicate with both customers and colleagues at all levels of seniority and liaise effectively with other areas of the business
- Good security awareness
- Confidence to deal with difficult situations and to know when appropriate to seek guidance from kitchen manager
- Proven drive and enthusiasm for quality - specifically customer service
- Good team working skills and ability to work with minimal supervision
- Proven desire to update knowledge and skill set where required
- A focus and passion for continuous improvement
- Love prepping food, developing recipes and taking pride in presentation
- LOVE coffee, developing skills, relationship with customer orders and taking pride in presentation

SPECIAL APTITUDES

- A preference and proven ability in taking responsibility for own work organisation and achievement, working with minimum supervision
- Practical
- Empathy with and appreciation of Maori language and culture
- An understanding and appreciation of diverse cultural perspectives
- Ability to handle confidential matters sensitively
- Ability to meet deadlines
- Able to manage the competing demands of a multiple-user technical facility

PERSONAL ATTRIBUTES

- Friendly and approachable manner
- Flexible and responsive to changing needs identified by EIT
- Proven ability working as part of a team
- Practical, and flexible approach to problem solving
- Well-developed sense of humour

QUALIFICATIONS

- Clean Driver’s licence – **essential**
- Food Hygiene Certificate – (credit for unit standards 167 + 168, or similar) **desirable**
- Current Comprehensive First Aid Certification – **desirable**
- Barista Certification or role history – **required**

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

Collective: Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT, employers, ākonga and their whānau.

Self-Awareness: Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.