

POSITION TITLE	Canteen Manager		
POSITION OVERVIEW	This position is responsible for the management and operation of the school canteen according to the policies and procedures of Woden Community Service (WCS) and the schools.		
CLASSIFICATION	SCS Level 2A	SERVICE AREA	Social Enterprise
EMPLOYMENT STATUS	<input type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Casual	HOURS PER WEEK	TBC
LOCATION	Various		
IMMEDIATE MANAGER	Canteens and Catering Business Lead		
INDUSTRIAL AGREEMENT	WODEN COMMUNITY SERVICE LIMITED ENTERPRISE AGREEMENT 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Up to 8	NO OF INDIRECT REPORTS	0
KEY RELATIONSHIPS			
INTERNAL	WCS employees, Canteen Business Manager.		
EXTERNAL	Suppliers, Schools, and school community.		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> Induct and train canteen staff and provide direction through clear and effective plans, policies and procedures. Ensure staff respond to customers' needs, provide high quality customer service, and ensure effective response to complaints and incidents that may arise. Planning, organising, and monitoring the day-to-day operations of the canteen, including management of canteen assistants and volunteers. Daily record-keeping, counting, recording and reconciling the daily takings. Ensure safe handling of money, vacating the canteen daily before the time negotiated with the school Principal, having completed all daily tasks. Ensure that the operation of the canteen is in line with the values of the school, opening and closing the canteen, preparation and cooking for service and ensuring all workers sign in and out. Ordering, purchasing and checking all supplies against invoices and delivery docket. Submit all documents to the Business Lead. Maintain stock at an appropriate level to minimise waste, ensure a stocktake is undertaken at the end of each month. Ensuring the cleaning of the canteen is carried out daily (e.g. dusting of shelves and stock, wiping down benches, cleaning of all equipment and fixtures) in accordance with the cleaning procedures set out. Ensure security in the canteen such as money, keys, arming security alarms, locking all doors and windows, switching off all appliances (except refrigeration units) and restricting entry to the canteen to only those who are authorised to be there. 			

- Implement procedures and processes regarding food safety to ensure that correct food handling and hygiene practices are performed to prevent food spoilage, and contamination.
- Ensure all canteen workers, including volunteers, are familiar with correct food handling and hygiene practices in line with Standard 3.2.2 of the Food Safety Act.
- Monitoring food products and pricing throughout the year to deliver value for money while still ensuring budgetary targets are achieved and maintaining set food COGS.
- Foster growth of our canteen business through identification of appropriate opportunities for the business, identify opportunities for linking the canteen to other activities of the school – Fruit breaks, cultural awareness and themes.
- Market and promote products and services supplied by the canteen daily to generate a high level of sales.
- At the end of each term provide a report to the CBM on the activities of the Canteen and give ongoing feedback on menu development and menu reviews making recommendations for the following Terms menu to the CBM.
- Attend canteen monthly meetings with the school's Business Manager.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> ▪ Demonstrated ability to lead a team. ▪ Demonstrated ability to deliver high quality service. ▪ Ability to establish and maintain networks. ▪ Knowledge of food safety and WHS legislation. ▪ Demonstrated ability to communicate well and drive continuous improvement. ▪ Demonstrated high level of written skills, including the ability to complete documentation accurately and in a timely manner. ▪ Demonstrated understanding of professional boundaries, privacy and confidentiality. ▪ Current Driver's license and have access to a roadworthy, registered and comprehensively insured vehicle for work purposes.
Desirable	<ul style="list-style-type: none"> • Relevant qualifications.
Other	<ul style="list-style-type: none"> • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.

Document History	Original: July 2024	Revised: October 2024	Version: V2
Employee's name		Signature	DATE