**Position Information Document**

**Education Support Officer (ESO) Canteen and Uniform Shop Manager**

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| **NAME:** |  |
| **POSITION TITLE:** | ESO – Canteen and Uniform Shop Manager |
| **STREAM:** | Services |
| **GRADE:** | Grade 2 Year 1 |
| **EMPLOYMENT:** | Fixed Term / Contract |
| **HOURS PER WEEK:** | 30 hours per week |
| **TIME SPAN:** | Monday to Friday 8:30 to 2:30pm  *(with a 30 minute unpaid lunch break)* |
| **WEEKS PER YEAR:** | 12 weeks |
| **FRACTION OF TIME:** | 0.20 FTE |
| **COMMENCEMENT DATE:** | 20 January 2025 |
| **CONCLUDING DATE:** | 11 April 2025 |

**Employment conditions in accordance with the South Australian Catholic Schools Enterprise Agreement 2020 (as amended or replaced)**

# BROAD PURPOSE

The Canteen and Uniform Manager is responsible for the management of the day-to-day operations of the school canteen and uniform shop.

The Canteen and Uniform Manager is required to support and contribute to the Catholic Identity, Mission and Vision of Our Lady of the Sacred Heart College. They are to be cognisant of the guiding principles of the CESA (Catholic Education SA) Live, Learn, and Lead (LLL) Framework which outlines key capabilities, knowledge, and dispositions that enable young people to contribute to society and enjoy meaningful and spiritually enriched lives. The non-teaching staff fulfil a vital role in supporting the successful operations of the College. All ESO staff are encouraged to participate fully in the life of the College and to support activities, events, and functions. They may be required to assist with the supervision of students or other allocated tasks at major school events such as Aquatics day, Athletics day, Feast day Masses and the like. Non-teaching staff shall attend meetings, professional development and other meetings as required.

# REPORTING RELATIONSHIP

*(to whom the employee reports, staff for whom the employee is responsible and other connections and working relationships in and outside the school)*

* Principal
* Business Manager

**Working Relationships**

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| **Internal** | Business Manager, OLSH College Leadership Team, staff, students, families |
| **External** | Suppliers, Catholic Education Office |

# KEY RESPONSIBILITIES

Responsibilities include, but are not limited to:

**Management and Administration**

* Ensure efficient day to day running, setup and closing of the Canteen and Uniform Shop and management of these
* Maintain aesthetically pleasing, clean, tidy, and welcoming environments with suitable display stock for customers
* Ensure all products and services supplied by the Canteen and Uniform shop are appropriately marketed to generate a high level of sales on a regular basis
* Ensure the general maintenance and upkeep of the Canteen in accordance with WH&S Regulations
* Responsible for planning, organising and monitoring the day-to-day operations of the Canteen, including rostering of volunteers as required, daily record keeping and opening the Canteen in preparation for service
* Be responsible for the security of money, keys, locking doors and windows, switching off appliances and restricting entry to the Canteen and Uniform shop to only those who have authorised access
* Responsible for counting, recording, and preparing the daily takings for the Finance Team in preparation for banking
* Responsible for the administration and management of electronic applications, including EFTPOS, QKR, and the like
* Daily check that all equipment is in safe working order
* The organisation of food-based fundraising activities as requested

**Customer Service**

* Provide a high level of customer service in the Canteen and Uniform Shop to all members of the school community
* Provide an efficient and welcoming Canteen and Uniform Shop service for students, families, staff, suppliers and visitors
* Build strong and enduring relationships with students, families, staff, suppliers, and the wider school community, whilst maintaining a high degree of integrity, confidentiality, sensitivity and discernment

**Uniform Shop**

* Assist families with both new and second-hand uniforms ensuring uniform items are supplied in accordance with College policy
* Arrange uniform fittings for students as needed
* Complete orders and unpacking of uniform stock working collaboratively with the College uniform supplier
* Maintain uniform stock at appropriate levels for the change in seasons and as directed
* Record all uniform sales accurately including the management of second-hand uniforms to and from families
* Co-ordinate and undertake stocktakes as requested

**Food Preparation, Handling and Hygiene**

* Provide a high standard of food preparation and catering service to our school community
* Maintain all ordering, purchasing and management of Canteen stock including review of products for sale and pricing
* Complete set tasks accurately and in a timely manner including ordering, purchasing and checking all supplies against invoices and delivery dockets
* Ensure all food and hygiene practices are observed to prevent food spoilage and contamination
* Uphold an awareness and understanding of food handling procedures meeting health and safety requirements in line with relevant legislation including inducting and familiarising employees/volunteers as needed
* Wash and dry dishes, daily clean including benches, equipment, floors etc and maintain the food preparation area/s cooking and serving equipment
* Ensure facilities are maintained in accordance with Food Safety Guidelines
* Create, update and promote a Canteen Menu reflective of nutritional food choices and sustainable packaging
* Fulfill daily orders for students, staff and specific requests, including from the payment app
* Purchase supplies to replenish stock as needed from local suppliers
* Liaising with suppliers to enhance service delivery
* Co-ordinate stock and equipment including stock-takes as required
* Ensure students are treated with respect and dignity and should any issue arise, these are to be reported as soon as possible to the Business Manager or Deputy Principal

**Other duties**

* Support key school events including daily staff room replenishment and catering of approved College events
* Support and assist Food and Technologies Learning Area as required
* A comprehensive understanding of school operations, facilities and co-curricular programs
* Participate in training, ongoing professional development and attend professional staff days
* Manage and supervise employees/other staff and contractors, as required
* Other duties as directed by the Business Manager and/or Leadership Team

# PROFESSIONAL RESPONSIBILITIES

* Have a commitment to uphold and contribute to the ethos of Catholic schools
* A commitment to uphold and contribute to the charism of Our Lady of the Sacred Heart College
* Always promote and speak well of Our Lady of the Sacred Heart College and its staff addressing any personal concerns with the Principal, as required
* Understand the employer’s requirements and act in accordance with South Australian Commission for Catholic Schools (SACCS) and the College’s policies, guidelines, and procedures
* Perform responsibilities in a manner which reflects and responds to continuous improvement
* Demonstrate high professional standards and present an appropriate image in line with the College’s Staff Dress Code

# PROFESSIONAL SPECIFICATIONS

**Essential**

* Develop, harness, and maintain excellent relationships and outstanding interpersonal skills with all stakeholders (internal and external) of varying backgrounds, including an open and friendly disposition
* Ability to interact with parents, students, and others in a positive, sensitive and respectful manner
* A person of outstanding character and be able to model and inspire others to uphold the school’s vision, mission and values
* A person with highly developed communication skills and the ability to relate to, and respond effectively to, the needs of staff, students and families, particularly considering the large diversity within our community
* Demonstrate effective communication in all dealings with those internal and external community members
* Empathetic to the complex needs of adolescent girls
* Be flexible, adaptable, resourceful, reliable, and innovative in all aspects of the work
* Ability to review, personal performance and adjust appropriately
* Possess the ability to work independently with minimum supervision and within a team collaboratively to meet objectives
* Complete tasks accurately and demonstrating attention to detail
* Effectively multi-task, prioritise, meet deadlines, solve problems and delegates where appropriate
* High level of time management skills
* Proficiency in the operations of Microsoft Office Suite
* Ensure privacy guidelines and confidential information are handled appropriately in relation to staff, students and families at the College
* Knowledge and accreditation in Safe Food Handling Procedures
* Experience in cash handling and the processing of payments

**Desirable**

* Experience working in a similar role within schools, the education or hospitality sector
* Demonstrate a willingness to support change and progress throughout the College
* Knowledge of Catholic school procedures and protocols

# CHILD PROTECTION AWARENESS

Our Lady of the Sacred Heart College assures the right of every member to a safe environment and the responsibility of every person to promote safe practices. Our Lady of the Sacred Heart College is committed to Child Protection and protective practices. This includes responsibility of the College’s employees for Child Protection.

*Child-Safe Environments Responding to Risks of Harm, Abuse and Neglect: Education and Care* (RRHAN-EC) training is now a compulsory certificate for all staff working in a school environment and all staff need to attend 3 yearly updates.

# WORK HEALTH SAFETY & WELFARE

This role is deemed to be a *Worker* under the South Australian Work Health and Safety (WHS) Act 2012. As a *Worker,* while at work you must:

* Take reasonable care for your own health and safety.
* Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
* Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer.
* Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

Reference: Division 4, Section 27 and 28 WHS Act 2012.

# SPECIFIC REQUIREMENTS

Acquire and maintain;

* Full SA Driver’s Licence
* Current First Aid for Schools and Centres
* Approved ‘Responding to Risks of Harm, Abuse & Neglect’ (RRHAN-EC) training
* Current Working with Children Check (WWCC) to work in Catholic Education SA
* SALT learning modules (or equivalent), as issued by Catholic Education SA
* Annual sign off is required for:
  + CESA Code of Conduct
  + CESA Privacy Statement
  + CESA ICT Acceptable Use Guidelines
  + Protective Practices for Staff in their interactions with children and young people
  + CESA Staff do not need to be vaccinated against COVID-19 as a condition of employment, with the exception of CESA Staff working in High-Risk Settings. CESA Staff are however strongly encouraged to have and maintain an Up-To-Date Vaccination Status in accordance with the ATAGI statement. The vaccination requirement for CESA Staff working in High-Risk Settings is a condition of employment or engagement unless an exemption is approved in accordance with the CESA COVID-19 Vaccination Policy.

# OTHER RELEVANT INFORMATION

The Position Information Document is a *guide only* and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Information Document is subject to review and modifications by the Principal, in response to the strategic direction of the School, and the development of the skills and knowledge of the position.

Some flexibility is required when applying this position description. There will be other tasks, not described above, that may be assigned to this position from time to time by the OLSH College Leadership Team.

All positions evolve and change over time, and the College commits to regularly review and update the Position Information Document to accurately reflect the contribution of the employee.

# PERFORMANCE REVIEW

* The employee must undertake performance review on an annual basis.
* On the first anniversary of appointment and biennially thereafter, or at another mutually agreed time, consultation will occur between the employer and the employee to ensure that the duty statement is accurate and conforms with the classification levels set out in the SA Catholic Schools Enterprise Agreement.

**EMPLOYEE ACCEPTANCE STATEMENT**

I accept the above appointment as ESO – Canteen and Uniform Shop Manager and confirm that I am fit and able to perform the requirements of the position.

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| SIGNED (Principal or Delegate) |  | Date: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |

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| SIGNED: (Employee) |  | Date: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |

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| ROLE OF REVIEW DATE: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |
| PERFORMANCE REVIEW DATE: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |