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| **POSITION TITLE:** | **Retail Supervisor (Tuckshop Convenor)** |
| **SECTION**: |  |
| **REPORTS TO:** | **College Principal**  |
| **CLASSIFICATION:** | **Remuneration in accordance with the *Catholic Employing Authorities Single Enterprise Collective Agreement – Diocesan Schools of Queensland*** |
| **TIER LEVEL:** | **Service Staff – Level 3** |
| **AUTHORISATION:** | **Executive Director** |

## Catholic Education - Diocese of Cairns

Catholic Education Diocese of Cairns is a dynamic and growing organisation that is actively inviting schools to co-create with us, schools that are places of rich learning for now and into the 22nd Century.

Our vision is to offer every student in every school a world class education enriched by their lived encounter with the Catholic Faith.

Catholic Education Diocese of Cairns is committed to this vision through Co-Leadership with schools to build communities of learning that provide a safe, nurturing and academically challenging environment. Our schools are places where we create opportunities for every student and every staff member so that they are inspired to contribute to our society, innovate, explore possibilities, and achieve excellence.

Catholic Education Diocese of Cairns embraces thirty (30) schools including twenty (20) primary schools, two (2) Prep to Year 12 colleges and eight (8) secondary colleges. One of these colleges is a ‘flexi-school’ with campuses in Cairns, Cooktown, and Edmonton. This community also includes Catholic Education Services located in Cairns itself. Over the next five years there are two new schools planned.

All schools and colleges, except three, are within a two-hour drive of Cairns. Cooktown, Waibeni Island (Thursday Island) and Weipa are accessed by daily flights and located in some of the most beautiful parts of the country. In total, there are 11 500 students and 1500 staff.

Leadership and strategic management of Catholic Education Diocese of Cairns is the responsibility of the Executive Director of Catholic Education. Through a team of professionals, and in Co-Leadership with principals, the Executive Director manages and facilitates a number of significant delegations which include:

* Support of the mission of the Church as delivered through Catholic Education
* Support of schools by providing services that strengthen school capacity.
* Provision of leadership and forward planning to develop organisational capability.
* Distribution to schools of government allocated funds and their accountability.
* Monitoring quality of schools and compliance/accountability with requirements of governments, Church, and parents
* Within limits, provision of some centralised, specialised student services, where this is the most effective and efficient approach

Cairns also offers many lifestyle opportunities that can be found in few other places and is surrounded by World Heritage listed areas including the Great Barrier Reef and the Daintree Rainforest, all within an hour’s journey from the growing City of Cairns. It is the gateway to our Asian neighbours with direct flights to China, Japan and Singapore as well as having direct flights to all the east coast capital cities, Darwin, and Queensland’s Sunshine and Gold Coasts.

## Purpose Of the Role

The purpose of the Tuckshop Convenor role is to manage the day-to-day operation of the school tuckshop including taking responsibility for the efficient and effective operation of the business in accordance with the policies and procedures as determined by the School Leadership and schools Workplace, Health & Safety practices.

The employee appointed to this position will have competency at this level involves application of knowledge with depth in some areas and a broad range of skills. The employee shall be fully competent and experienced in a technical sense and requires little guidance. Over time the employee will demonstrate understanding of a broad knowledge base. There is a range of roles and tasks in a variety of contexts involving some complexity in the extent and choice of actions required. As the employee gains experience, they may be asked to identify, analyse, and evaluate information from a variety of sources.

Competencies are normally used within routines, methods and procedures with some discretion and judgement involved in selection of equipment, work organisation, services, actions and achieving outcomes within time constraints, good interpersonal and communication skills. An employee in this position works under limited supervision and work may be checked in relation to overall progress and may take the form of broad guidance and involve a level of autonomy when working in teams. Over time the employee may be asked to lead or supervise a work team and may have limited responsibility for guidance of the work of others. Team co-ordination may be required.

## Essential Duties and Responsibilities

Typical duties performed may include, but are not limited to:

An employee who is appointed by the employer to be, or is, responsible for a defined or designated area of a shop. Such an employee may work alone, or directly supervise other employees, in the defined or designated area.

* Sale and preparation of food
* Manage the day-to-day operation of the tuckshop including daily opening and closing procedures
* Ordering of stock from preferred suppliers and purchasing of Tuckshop supplies at the best possible cost and adjusting selling prices to maintain an appropriate (determined) level of profit.
* Ensure quality and quantity of all tuckshop deliveries. Checking of supplier invoices against delivery dockets prior to approval of invoices for payment. Forward all invoices to Finance Officer for payment.
* In conjunction with the Finance Officer, ensure the setup of a timely, user friendly and accurate point of sale and online ordering system to support the tuckshop operations
* Ensure that all POS processing in undertaken in accordance with Finance guidelines and appropriate records of takings are kept
* Review sale trends and other reporting information to identify potential improvements
* Seek out information about changes to and/or requirements of the daily school programme so as to make any necessary adjustments to the service and support capacities of the tuckshop
* Seek the opinions of students and the school community regarding their food preferences
* Develop and implement marketing activities to assist in the sales growth of the tuckshop
* Support special event days and other catered school functions as required
* Supervise and assist volunteers in the daily duties of the tuckshop operation – this may include cooking, vegetable/fruit preparation, packaging, shelf stocking, cleaning, serving, point of sale operation etc
* Organisation of volunteer rosters
* Compile and communicate rosters for all voluntary workers and supervising and training of all volunteers
* Ensure volunteers and staff are taught the correct use of equipment and good hygiene practices
* Advise volunteers and staff of the correct signing-on and signing-off procedures
* Keeping the tuckshop area is maintained and cleaned to a high standard.
* Ensure that all equipment and plant are appropriate for use in the food industry and that such equipment is maintained as required by associated food regulations
* In conjunction with School Leadership, develop the menu with innovative, nutritional, and profitable menu items
* Co-ordination of Council inspections and health checks
* Keeping temperature checks and stock controls
* Maintenance of appliances and their replacement if required with approval from School Leadership
* Stacking of shelves, fridges, and racks
* Cash handling and end of day reconciliations
* Stocktaking
* Contribute to the newsletter fortnightly
* Develop and deliver high level customer service standards across all aspects of tuckshop operations
* Ensure the correct food hygiene practices are maintained in accordance with associated food legislation, regulations and standards
* Maintain all WPH&S and Compliance Information are required to meet legislative responsibilities (including those of the Cairns City Council – Food Business Licencing department)
* Communicate goals and objectives of tuckshop to promote an environment of teamwork and multiskilling with a view to meeting goals
* Maintain appropriate behaviours when engaging with children

## Genuine Occupational Requirements

In addition to the specific duties and responsibilities required for the position, all employees within The Diocese will demonstrate the following personal and interpersonal skills in the course of their duties:

* Accountable and responsible for ensuring professional behaviour
* Ability to cope with own emotions and behaviour effectively
* Ability to comply with Workplace Health and Safety legislation and professional regulations to reduce the risk of harm to self and others
* Ability to communicate in English to meet the necessary standards with respect to clarity, accuracy and professionalism appropriate to the position
* Ability to prioritise workloads and manage multiple tasks with competing timelines
* Ability to accept responsibility for own work

***Physical requirements of the position:***

* Work is normally performed in a typical interior office and/or classroom environment
* Work is normally performed in an outdoors environment and may involve frequent exposure to elements such as weather (sun/wind/rain), dust, dirt, fumes and/or loud noises
* Manoeuvring within the office/school environment appropriate to the position
* Work environment involves exposure to potentially dangerous materials and situations that requires following safety precautions and may involve the use of protective equipment.
* Work environment involves the use of tools, machinery and other equipment that requires following safety precautions and may involve the use of protective equipment.

## Mandatory Qualifications and Requirements

* Unless an exemption applies all staff are required to hold a current Working with Children Blue Card or be eligible to apply
* Current driver’s licence
* Previous experience in a successful retail and/or food service business
* Skills and experiences in food preparation and advanced knowledge of food safety and hygiene practices. The Tuckshop convenor must attain a qualification in Minimum Competency Standards for Food Safety Supervisors
* WPH&S awareness and knowledge of “Nutrition in School” policies or similar
* Sound financial management and Microsoft word, and Microsoft excel skills
* A strong demonstrated commitment to the objectives, vision, and ethos of Catholic Education
* Tertiary qualifications at Certificate level or equivalent qualifications relevant to the position may be required or such knowledge, qualifications and experience that are deemed by the employer as necessary to successfully carry out the duties of the position
* Promote child safety at all times

## Related Documents

* Statement of Principles for Employment in Catholic Education
* Code of Conduct for Employees of Catholic Education
* Catholic Employing Authorities Single Enterprise Collective Agreement Diocesan Schools of Queensland

## Additional Information

The incumbent will need:

* An in-depth understanding of and commitment to the mission and objectives of Catholic Education in the Diocese of Cairns
* A sound working knowledge of the Catholic Education context and an appreciation for Catholic Education issues.

## Employee Acceptance

The employee’s signature signifies an understanding and acceptance that the content contained herein and forms an integral part of their employment terms and conditions.

I have read and acknowledge receipt of this Position Description:

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| **Employee Name:** |  |
|  |  |
| **Signature:** |  | **Date:** |  |