



Position Description

Service Assistant (Barista)

Food and Beverage Services

Division of Finance

Classification Level 1

Delegation band [Delegations and Authorisations Policy \(see Section 3\)](#)

Special conditions Set hours Monday to Friday 7.30am – 3pm.
Employment Screening – Functional Assessment.

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed January 2024

About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary.
2. Embed a culture of excellence across all aspects of the university's operations.
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia.

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university's eight key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• Engagement• All injury frequency rate
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment

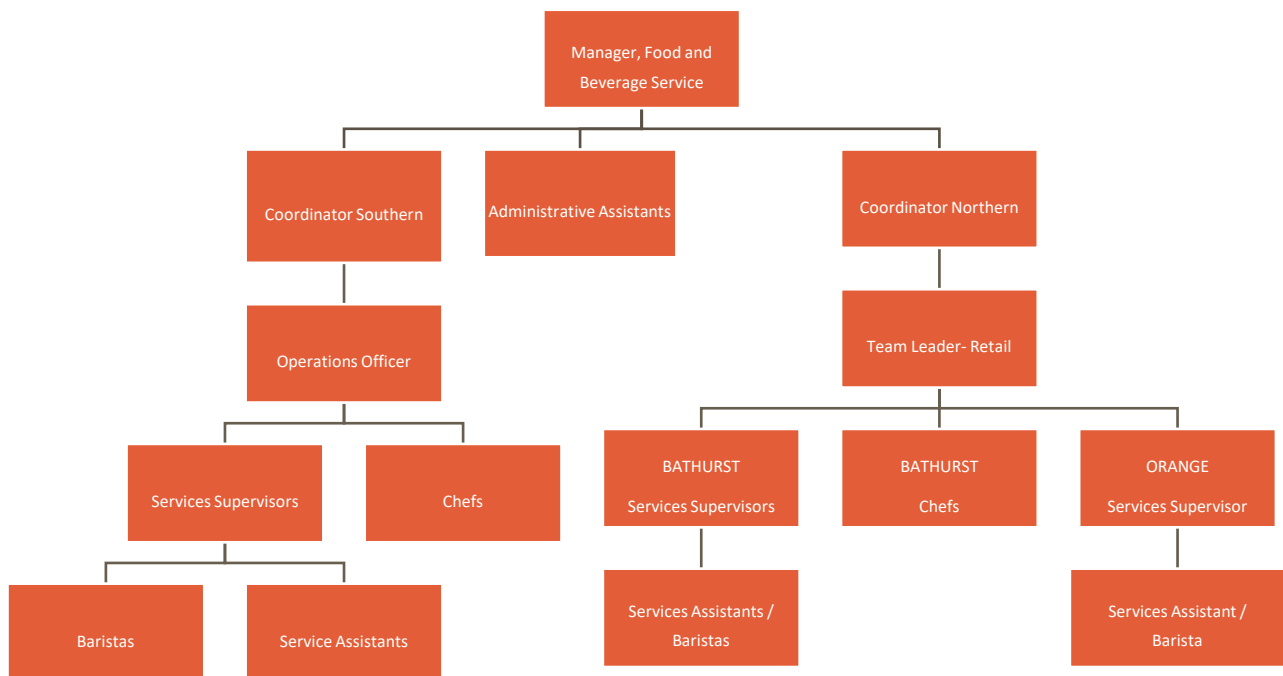
Division of Finance

Commercial Services

Charles Sturt University's Commercial Services directorate provides leadership, management and development of the financial services functions encompassing the University's enterprise activities and commercial operations including commercial properties and leasing; commercial farming operations; Charles Sturt Campus Services; Childcare Services; student residential accommodation; conference and event centres; food and beverage operations; Australia Post outlets and retail stores. The directorate also provides oversight to the broader Faculty based enterprise functions such as the Veterinary Clinics, Boutique Winery, Dental Clinics, and regional diagnostics laboratory.

The food, beverage and retail functions incorporate café and short order food and beverage offerings, event catering, online shop and Australia Post offerings which caters for postal services, merchandise, clothing (casual and work placement) in support of students, staff, and guests of the University.

Organisational chart



Reporting relationship

This position reports to: Services Supervisors

This position supervises: Nil



Key working relationships

- Our Students
- Our Customers
- Events Team
- Manager, Procurement
- External Agencies
- Students

Position overview

The Services Assistant (Barista) will primarily be rostered to venues to address peak service demand for beverages, you will also provide quality hospitality and retail services to all clients in a range of outlets with varying service demands. In this role you will also assist in maintaining the physical environments and work as part of a team to develop and improve operations.

Principal responsibilities

- Organise and prepare beverage station for the efficient production of quality beverage service, including operational oversight of coffee machine and equipment, clean service areas using standard operating procedures (SOP's) and provide excellent customer service.
- Operate cash register and CSU card debit/entitlement system and assist with ~~cash~~ reconciliation as instructed by Supervisor.
- Deliver meals, beverages and service items to areas as instructed by Supervisor.
- Basic food and beverage preparation as required.
- Store and move equipment and stock, using safe manual handling techniques.
- Receive, store and issue stock to production areas, and participate in stock counting as required.
- Maintain personal hygiene and appearance as per Food and Beverage House Policy and in accordance with applicable regulation.
- Work as part of a team and maintain a good working relationship with colleagues that reflect our Values and Capability Framework.
- Undertake professional development training to suit operational needs (Responsible Service of Alcohol, Australia Post, Barista, Food Handlers Certificate, Forklift Licence, and Certificate course 2 or 3).
- Other duties as deemed appropriate to the classification as required.

Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed the expectations of our students, communities, and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Live our values	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.
Cope with pressure and setbacks	Cope with pressure, keep emotions under control, balance work and personal life, stay optimistic, and handle criticism.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the school, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students, and community members.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving Hours Guidelines and Policy](#).
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.

Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. Excellent extraction, pouring and presentation skills, ability to adjust and set grinders.
- B. Ability to work in a high-volume operation in the hospitality/retail industry.
- C. Demonstrated ability to prepare hot beverages to a consistently high standard.
- D. Proven ability to work in a team environment.
- E. Demonstrated knowledge of safe food handling practices.
- F. Demonstrated knowledge of excellent customer service and communication practices.
- G. Basic understanding of risk management principles and processes, including implementation of risk reduction strategies.
- H. Current valid NSW Driver's Licence.
- I. Current Responsible Service of Alcohol (RSA) competency card.

Desirable

- J. Basic computer skills in the use of Microsoft Word and Outlook and point of sale (POS) software.



● Brisbane

New South Wales

● Dubbo

● Port Macquarie

● Orange

● Bathurst

Goulburn
NSW Police Academy ●

● Sydney

● Wagga Wagga

● Canberra

● Albury-Wodonga

● Wangaratta
Regional Study Centre

Victoria

● Melbourne

● - Capital city ● - Campus location

