



## Role Description

**Title:** Retail Services Staff  
(Tuckshop Assistant / Canteen Assistant)

**Reports to:** Principal

**Classification:** Services Staff: Retail, Level 1

### 1.0 Purpose

The Tuckshop Assistant / Canteen Assistant works under the direct supervision of the Tuckshop Convenor and assists in the successful operation of the school Tuckshop in accordance with the school's policies and procedures.

### 2.0 Experience and qualifications

#### Essential

- a minimum qualification of Junior Certificate or equivalent
- excellent communication skills
- a strong customer service focus
- experience with the Microsoft suite of products
- the ability to work as part of a team and the ability to relate well to students and volunteers
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement
- empathy with the values and ethos of the Catholic faith

#### Desirable

- food safety knowledge and experience
- DoFoodSafely training
- Infection Control Skill Set (Food Handling) training

### 3.0 Key result areas

- 3.1 Assist with the daily operation of the Tuckshop under the direct supervision of the Tuckshop Convenor.
- 3.2 Comply with all Work Health and Safety policies and safe work procedures.
- 3.3 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the school and Diocese of Toowoomba Catholic Schools (TCS).
- 3.4 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations.

## 4.0 Statement of responsibility

While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

## 5.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

# Duties Statement

## Retails Services Staff (Tuckshop Assistant) (Level 1)

### **3.1 Assist with the daily operation of the Tuckshop under the direct supervision of the Tuckshop Convenor.**

- Assist with the opening and set-up of the Tuckshop, as directed by the Tuckshop Convenor.
- Assist with maintaining adequate stock levels to meet daily and weekly menu requirements; including the ordering, receiving, storing and stocktake of stock, under the direct supervision of the Tuckshop Convenor.
- Assist with the preparation of food according to the Tuckshop Convenor's instructions and the daily menu.
- Ensure correct food and hygiene practices are observed at all times.
- Assist with food sales, ensuring a high level of customer service.
- Assist with handling of money; including preparing a cash float, counting, balancing, recording and delivering daily takings, as directed by the Tuckshop Convenor.
- Observe the security of the Tuckshop, as directed by the Tuckshop Convenor.
- Daily cleaning and tidying of the Tuckshop area.
- Contribute to a positive team culture and assist other team members and volunteers as required.

### **3.2 Comply with all Work Health and Safety policies and safe work procedures.**

- Contribute to the health, safety, and welfare of others in the Tuckshop.
- Assist with maintaining the Tuckshop in an orderly and safe condition at all times under the direct supervision of the Tuckshop Convenor.
- Immediately record and advise the Tuckshop Convenor of any potential or actual hazards; record and notify the Tuckshop Convenor of any injuries or dangerous incidents.

### **3.3 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the school and Diocese of Toowoomba Catholic Schools (TCS).**

- Contribute as a member of the school to achieve the strategies set out in the school strategy and TCS Strategic Plan.
- Participate fully in annual goal setting, monitoring and review of performance in collaboration with the principal.
- Attend professional development as appropriate.
- Document and report on the progress of strategies and initiatives in the school strategy and TCS Strategic Plan as required.

### **3.4 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations.**

- Duties may include the completion of project work that presents itself during the operational and strategic review of the actions associated with school strategies, TCS Strategic Plan or other directorate strategies.