

**UNIVERSITY OF OTAGO**  
**Ōtākou Whakaihu Waka**

**JOB DESCRIPTION**

**ROLE TITLE: Outlet Assistant Supervisor**

**DEPARTMENT: University Union**

**SCHOOL / DIVISION: CAMPUS AND COLLEGIATE LIFE SERVICES- Operations Group**

**REPORTS TO: Outlet Supervisor**

**SUPERVISION OF: Outlet Assistants**

**INDIRECT REPORTS (FTE): Nil**

**1. PRIMARY PURPOSE OF THE ROLE:**

- Assist the Outlet Supervisor, in the provision of a high-quality food and beverage or retail service for University of Otago Outlets and Common Spaces, ensuring the provision of a safe and comfortable study atmosphere.

**2. ACCOUNTABILITIES:**

<b>Key Areas</b>	<b>Accountabilities and Actions</b>
<b>Outlet Operation</b>	<ul style="list-style-type: none"><li>• Assist in managing the outlet effectively and efficiently</li><li>• Monitor and improve systems, methods and the quality of services provided by the outlet</li><li>• Advise on, execute and/or contribute to projects as appropriate</li><li>• Help to ensure the team meets and adheres to security and safety policies, procedures, and compliance requirements</li><li>• Ensure that all tills are operated accurately within the established till operator guidelines</li><li>• Assist in training appropriate staff in till operation and cash up</li><li>• Ensure front and back of house areas are maintained in a neat, clean, and orderly fashion</li><li>• Ensure all display areas are kept clean at all times and well stocked in an attractive manner to maximise sales</li><li>• Ensure the quality of all goods including food and beverages is consistently high at all times</li><li>• Ensure a high level of customer service is maintained at the Outlet</li><li>• Ensure the products and services of the outlet are delivered to customers in a timely manner including all internal University Customers and all Online orders if required</li></ul>
<b>Student Study &amp; Common Space</b>	<ul style="list-style-type: none"><li>• Ensure all patrons of the common space comply with all University Policies, especially those relating to ethical behaviour, smoking and the consumption of alcohol</li></ul>

	<ul style="list-style-type: none"> <li>• Encourage and promote a friendly and inviting atmosphere to students, staff, and the general public</li> <li>• Maintain a clean and tidy atmosphere through regular inspection of all areas</li> <li>• Have a general knowledge of university culture and events and the location of the Outlet in order to assist with all patron enquiries regarding transport, directions and amenities</li> </ul>
<b>Goods Ordering and Stock Control</b>	<ul style="list-style-type: none"> <li>• Assist in ordering of stock from internal and external suppliers to agreed levels</li> <li>• Help compile internal food orders in line with weekly deadlines</li> <li>• Assist in the development and implementation of strategies to minimise wastage</li> <li>• Assist in placing weekly orders with Central Production within prescribed time frames</li> <li>• In conjunction with outlet supervisor conduct monthly stocktakes</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Assist in managing an outlet Food Safety Control Plan</li> <li>• Ensure that correct procedures are followed in portion and quality control, temperature control, food and beverage presentation and the control of food and beverage usage and wastage</li> <li>• Assist in monitoring cleaning and temperature recording schedules and ensure appropriate checklists are in place</li> <li>• Ensure all equipment is safe and communicate all maintenance issues to the Operations Manager</li> <li>• Ensure that all food practices comply with food safety requirements</li> <li>• Ensure all equipment is safe and communicate all maintenance to the Outlet Supervisor</li> <li>• Assist in maintaining a Hazard Register and help manage identified hazards to minimise or eliminate risk</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• In conjunction with the Outlet Supervisor induct and train all outlet employees</li> <li>• Ensure all staff are familiar with university policy and procedures</li> <li>• Assist in training all baristas as prescribed by the University Union's coffee trainer</li> <li>• Assist in training all staff in the relevant areas of the Food Safety Control Plan</li> <li>• Assist in the preparation of a weekly roster in line with budgetary requirements</li> <li>• Ensure that all staff are correctly attired and well presented at all times</li> <li>• Monitor staff shift start/end and break times, and ensure timesheets are filled out correctly.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Make a commitment to professional development attending all required courses, seminars, training days</li> <li>• Participate in all aspects of training and development as directed and use relevant learning opportunities to progress personal skills to improve the effectiveness and efficiency of service delivery</li> </ul>

<b>Communications and Relationship Management</b>	<ul style="list-style-type: none"><li>• Liaise and contribute to other University groups and committees as required</li><li>• Provide advice to university staff and all customers on types of services offered by the cost centre</li><li>• Attend operational meetings and team briefings as required</li><li>• Proactively initiate and promote policies and procedures concerned with maintaining and improving customer service</li><li>• Manage all relationships to promote the desired image of the Campus and Collegiate Life Services Division</li><li>• Develop relationships with relevant members of the University</li></ul>
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### 3. KEY RELATIONSHIPS:

#### Internal

- Senior Managers of the CaCLS
- Operations Manager
- Outlet Supervisor
- Outlet Staff
- Other University Union Staff
- Other Divisional staff
- Offices of Risk, Assurance and Compliance, Sustainability and Health & Safety Compliance
- Divisional Human Resource Manager and other HR staff

#### External

- Otago University Students' Association
- Outlet Customers
- External Suppliers
- External Contractors
- Online Customers

### 4. QUALIFICATIONS & EXPERIENCE:

#### **Qualifications:**

- A relevant tertiary qualification or equivalent

#### **Skills:**

- Commercial acumen, and strong customer service ethic
- Sound leadership skills with the ability to influence others through negotiation and persuasion
- Excellent written and oral communication skills
- Proven sound judgement, the ability to think logically and analyse data or complex information
- The ability to exercise discretion and professional judgement in relation to responsibilities, and appropriately manage commercially sensitive information
- The ability to work effectively and professionally at all times
- Committed to continuous improvement, always looking at what and how services are delivered to see if results are achieved in the most efficient and effective way.

## **5. TECHNICAL SKILLS & KNOWLEDGE:**

### **Essential**

- Demonstrated ability to develop and maintain effective networks and key relationships
- Proven record of professional leadership in similar customer facing role
- Evidence of successful Supervision of range of services
- Experience in performing a range of tasks under competing demands, meeting the agreed end result within quality parameters and time frames
- Experience in managing stock levels, stocktake and ordering stock
- Experience in staff training, and management of staff in order to achieve set outcomes
- Previous cash handling experience

### **Preferred**

- Previous experience in the food service/ hospitality sectors
- Significant experience with food safety controls, food preparation and the practical application of food hygiene policy
- Knowledge of the Food Act 2014
- Previous experience in the retail sector
- Knowledge of relevant Health and safety legislation
- Experienced Barista
- Unit Standards 167/168
- Workplace First Aid Certificate

## **6. SPECIAL REQUIREMENTS:**

Nil

## **7. DIRECT BUDGET ACCOUNTABILITY:**

Nil

## **8. EQUITY AND DIVERSITY**

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.

## **9. MĀORI STRATEGIC FRAMEWORK**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

## **10. PACIFIC STRATEGIC FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

## **11. HEALTH & SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

## **12. SUSTAINABILITY**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.