**Canteen Supervisor job description template**

This document was developed by the Western Australian School Canteen Association Inc. in conjunction with FOCiS.

*Instructions for using this template*

*Writing job descriptions is an important step in planning the effective management of any business, including a school canteen/food service. They are a great tool for recruitment, selection, setting expectations, compensation, training and performance management. The job description spells out what is expected of the employee and provides the direction to achieve successful job performance.*

*Job descriptions should give a brief overview of the role, how it relates to your school/canteen vision, and a list of key responsibilities, requirements and qualifications.*

*This template is editable, allowing you to make changes based on your school. Throughout the document, you will find ‘red text’ where information can be inserted, edited and/or removed. There are also prompts to additional information/references and instructions shaded in grey (such as this text box) that should also be removed.*

*This template should be used as a guide only and adapted accordingly. Care should be taken to follow all Award and other Industrial Relations conditions.*

Job description for XXX *(insert title)*

*In this template we have used the title Canteen Supervisor; your job description should be updated to reflect the role and title in your school.*

Key duties

* The Canteen Supervisor will be responsible for the daily operation of the school canteen
* Implement the Department of Education’s *Healthy Food and Drink* policy
* It is the Principals responsibility to ensure the school develops a written *Healthy Food and Drink* policy. The Canteen Supervisor may be required to have input and must ensure a current copy of this policy is on display in the canteen
* Ensure a pleasant working environment for all paid and volunteer workers
* Provide pleasant and positive interaction with school students and staff
* Responsible for securing the canteen during and after hours. Keep the canteen door locked during operating hours and secure the canteen at the end of the daily operations (keys, windows, doors, fridges, freezers) or at any other time that it is left unattended

Stock control

* Order goods from approved suppliers, check deliveries for quantity and quality, and retain correct documentation
* Ensure that stock is kept at an adequate level, is rotated correctly, and is not held in excessive quantities
* Ensure that all food goods are received and stored in accordance with correct food and hygiene standards as set down in existing legislation and referred to in the canteen policy
* If required, shop for goods other than those delivered by suppliers. Financial compensation at Award rates for the time taken to do this will be made
* If required, coordinate with the school principal and/or sponsoring body in organising the ordering and accepting delivery of items for special events being conducted by the school
* Conduct stocktaking when required by the employer, the canteen sub-committee and/or the Parent Body e.g. at the end of term/semester/year

Staff and service

* Prepare the canteen for daily operations. Collate all orders and prepare food for sale in an efficient manner with appropriate workflow processes and standardisation and portion control practices thus ensuring wastage is kept to a minimum
* Supervise and instruct paid staff and volunteers in their duties
* Roster staff and volunteers and obtain replacements when necessary
* Welcome and instruct new volunteers to ensure correct food preparation and serving and in the general running of the canteen
* Serve students at recess and lunchtimes and on other occasions if required, for example at sports or special occasions

Communication

* If required, design and conduct surveys of the school community to identify the perception of the canteen, usage, and most popular menu choices etc.
* Design, print, distribute and promote appropriate seasonal menus in consultation with the employer, the canteen sub-committee and/or the parent body
* Ensure that the products and services provided by the canteen are marketed and promoted to generate a high level of daily sales
* Consider other business opportunities available to the canteen to further service the school community e.g. catering for meetings and events held at the school
* Attend all meetings of the Canteen sub-committee and/or submit a written report
* Consult with the employer, the canteen sub-committee and/or the parent body with replacement or maintenance of equipment and on any problems arising in the conduct of the canteen
* Notify the employer, the canteen sub-committee and/or the parent body in the event of sickness or absence to enable a replacement to be arranged

Financials

* Implement correct formulas for applying selling prices to ensure all operating overheads are covered, in consultation with the employer, the canteen sub-committee and/or the P&C Association
* Work in conjunction with the employer, the canteen sub-committee and/or the parent body to ensure that all trading terms of agreement are met in the payment of accounts
* Maintain adequate financial records, including order and daily takings books. Liaise with the financial management team to ensure all earnings and expenditure is accounted for in a consistent, accurate and reliable manner
* If required, operate and maintain online ordering systems
* Count the daily takings, preferably with a second person, and prepare for banking (preferably daily)
* Bank takings daily or as directed. Financial compensation at Award rates will be made for the time taken to undertake this

*Please check your insurance policy for money left on the premises and in transit*

* Restrict entry to the canteen to only those who as per the canteen policy are authorised to be there and ensure all staff and volunteers sign the attendance register

Cleaning, hygiene and food safety

* Comply with the Food Act 2008 (WA); the Food Regulations 2009; and the *Occupational Safety and Health Act 1984* and Occupational Safety and Health Regulations 1996
* Ensure all staff and volunteers are trained in FoodSafe Food Handler training, or its equivalent
* Ensure all equipment and surfaces are cleaned daily with detergent and sanitizer
* Sweep and mop floor

*(Note, in some schools mopping may be done by the school cleaner)*

* Additional areas such as air vents, windows etc. are the responsibility of the school cleaner and/or contractor, not the Canteen Supervisor. However, the Canteen Supervisor may be responsible for coordinating the cleaning to take place at a convenient time
* Maintain a safe, clean work environment and report all accidents to the relevant person as soon as possible or within 24 hours
* If required, contact the local council Environmental Health Officer to ensure regular inspections take place and to clarify what level of food preparation is permitted
* If required, wash all canteen linen, compensation to be paid according to the Award
* Ensure the canteen is vacated daily before the time negotiated with the school principal and school cleaners.

**Values**

The Canteen Supervisor will uphold the values of the schools and the employer, the canteen sub-committee and/or the parent body. This will be demonstrated by:

1. XXX
2. XXX
3. XXX

**Skills and knowledge**

Essential criteria:

* Demonstrated ability to lead, plan, organise and control the day-to-day operations of the canteen including finance
* Demonstrated ability to build morale, motivate and generally relate well to students, other staff and community
* High level of written and verbal communication skills
* Knowledge of the Department of Education's *Healthy Food and Drink* policy and Traffic Light system
* Completed, or willingness to complete, Traffic Light training
* Completed, or willingness to complete, FoodSafe Food Handler training (or its equivalent)
* Competent computer skills
* Current Working with Children Check and Police Clearance
* Current driver’s license, reliable vehicle and telephone.

Desirable criteria:

* Tertiary qualifications in canteen operations or similar qualifications e.g. TAFE Canteen Management course
* Experience as a canteen supervisor or similar
* Knowledge of the nutritional requirements of school aged students.

Professional development and training

*Embracing professional development and training opportunities for staff and volunteer development is ideal for any business. Participants learn new skills, learn more about the job and discover industry specific knowledge that can help staff grow personally and professionally; network with others in the industry; learn about resources that can be easily used in the working environment; and show commitment to your industry. When developing the Canteen Supervisor job description, consideration should be given to the following points.*

* XXX number of hours allocated for professional development
* A budget up to XXX is allocated to professional development
* Professional development is classified as XXX
* Approval in writing must be sought from the employer, the canteen sub-committee and/or the parent body regarding payment details
* If there is a registration fee for attending professional development this will be covered by XXX
* The Canteen Supervisor will be entitled to wages; leave without pay; must use annual leave; time off accrued to be used later; remuneration for out of pocket expenses

Note: check the Award or national employment standards for further details about professional development entitlements

* Post professional development event the Canteen Supervisor is required to XXX

For example, present to the employer, the canteen sub-committee and/or the P&C Association proof of attendance (e.g. certificate of attendance); a brief report (written or verbal) to the parent body/school about what was learnt and how this will benefit the canteen/school

Note: if professional development is undefined at the time of writing the job description, consider including the following:

Professional development for the Canteen Supervisor is important. All professional development opportunities, entitlements and conditions will be considered by the employer, the canteen sub-committee and/or the parent body on a case by case basis.

Employee contract

Each employee should be given a contract and the job description will form and appendices to the contract. There are legal obligations that must be met, and the employer, the canteen sub-committee and/or parent body may add content or conditions applicable specifically to suit the needs of their school.

Key headings may include:

1. Hours of work
   1. XXX hours per week, for 40 weeks of the year
   2. Start time and finish time
   3. Employed on a full time, part time or casual basis
2. Salary and Conditions
   1. State the employee will be paid in accordance with the XXX Award
3. Pay rate and method of payment
4. Leave entitlements e.g. sick leave, annual leave, bereavement and parental leave
5. Public holidays
6. Giving notice
7. Long service leave
8. Workplace change and redundancy
9. Performance management
10. Declaration
    1. Commence date and termination date (if applicable)
    2. Full name of employee; employee signature; and date signed
    3. Full name of Person signing behalf of employer; employers’ signature and date signed

Further information

Canteen staff may be paid under the State or Federal Award. To understand more about the Award for canteen staff we encourage you to contact:

Department of Commerce at Wageline on 1300 655 266 or [www.commerce.wa.gov.au/labourrelations](http://www.commerce.wa.gov.au/labourrelations)

Fair Work at [www.fairwork.gov.au/awards-and-agreements/awards](http://www.fairwork.gov.au/awards-and-agreements/awards)

Public school P&C Associations may also contact WACSSO for advice [www.wacsso.wa.edu.au/](http://www.wacsso.wa.edu.au/)

Some information in this document has been provided by WACSSO.