Role Description
Canteen Supervisor

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations & Performance
ANZSCO Code	851311
PCAT Code	1339143
Date of Approval	22 February 2018
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Oversee the day-to-day operations of a school canteen, including the supervision and rostering of relevant staff and voluntary workers.

Key accountabilities

- Liaise with the relevant stakeholders regarding menus and any proposed amendments to processes
- Consolidate and submit daily takings for review and processing in accordance with school procedures and provide information/records to assist the Principal/canteen committee to prepare financial statements and to assess canteen performance
- Oversee cleaning routines to ensure that food storage and preparation areas are clean, hygienic and compliant with food handling legislation/standards; ensure that food preparation equipment is cleaned and maintained in accordance with safe work standards and safe food handling standards
- Receive and check all ordered supplies' invoices/delivery dockets, ensuring that school procedures are followed
- Assist the principal or delegate with periodic stocktake tasks relating to food, supplies and equipment on hand
- Allocate daily tasks to staff and/or volunteer workers, and ensure that timeframes and basic work processes are clearly communicated; provide on-the-job training as required

Key challenges

- Maintaining an awareness of safe food handling / storage legislation and standards, as well as relevant Departmental policies and strategies (e.g. healthy canteens)
- Coordinating team of volunteer workers to ensure an efficient and harmonious working environment

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant safety, maintenance and/or equipment repair issues • Discuss menus and proposed changes to purchasing / sales practices • Receive feedback regarding performance
Canteen staff and voluntary workers	• Maintain cooperative working relationships • Coordinate tasking and provide on-the-job training as required • Provide routine feedback
Students / staff / visitors	• Provide respectful, courteous and fair customer service
External	
Suppliers	• Liaise to order and receive food and other supplies • Ensure supplies are fit for purpose and consistent with expected standards; resolve issues arising • Liaise to coordinate routine repairs to canteen equipment

Role dimensions

Decision making

- Works within a broad framework of school policies, procedures, protocols and delegations
- Works under minimal supervision to the level of training required of the role, and exercises judgement and initiative to resolve day-to-day work problems
- Plans own work and coordinates tasking of staff and/or voluntary workers
- Monitors compliance with food handling / storage legislation and standards
- Identifies and reports significant safety-related hazards to the School Principal.

Reporting line

School Principal or an appointed delegate.

Direct reports

The Canteen Supervisor coordinates a small team of staff and volunteers as agreed with role supervisor.

Budget/Expenditure

Nil

Essential requirements

- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	**Foundational**
	Project Management	Foundational
	Manage and Develop People	**Foundational**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes	Foundational	• Be willing to develop and apply new skills

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Manage Self		• Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Procurement and Contract Management	Foundational	• Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management
People Management Manage and Develop People	Foundational	• Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice