
OUFC CANTEEN

1. Introduction

This paper proposes guidelines for the future operations of the OUFC Canteen. The paper recommends clear role descriptions for the Canteen Manager (a Committee position) and for any remunerated staff that the Committee approves from time to time.

2. Background

This proposal has been prompted by the following:

- The position of Canteen Manager is regarded as an office bearer for the purposes of the OUFC Committee. A Position Description for the Canteen Manager is currently published on the OUFC website.
- When the new OUFC canteen commenced operation in 2013, the Committee approved a recommendation from the then current Canteen Manager (Neil McLeod) that a paid position be created to help solve canteen staffing problems. The Committee decided to renew its commitment to the paid position each year.
- There is insufficient definition about the Committee's approach to the intended annual approval of the paid canteen staff position – expected outcomes, annual allocation from canteen budget, review of prior year outcomes, performance, etc. The position should not be regarded as a perennial position or entitlement.

3. Canteen Staffing and Management Structure

3.1. Principles:

1. The Canteen Manager is accountable for the profitable operation of the OUFC canteen.
2. Decisions about the operations of the OUFC canteen must only be made in the interests of OUFC and its members.
3. Where the Committee authorises expenditure for canteen resourcing, the Committee expects to maximise the return on that expenditure through satisfactory performance of that resource.

3.2. Proposed Canteen staffing structure:

1. The Canteen Manager should continue to be an elected office bearer position of the OUFC Committee.
2. The Canteen Manager will have all management responsibilities.
3. The Canteen Manager shall have sole responsibility for the appointment of any paid staff. Committee approval is limited to the expenditure. It does not extend to approval of the person(s) who will be paid staff.
4. Any paid canteen staff (approved by the Committee) should not be allocated any title (such as 'Canteen Supervisor') and report directly to the Canteen Manager. The paid canteen staff will not have any responsibilities for the recruitment of supplementary voluntary staff for the canteen.
5. During the appointment process, candidates for appointment must be informed that the Committee has discretion to withdraw expenditure on staffing if the financial performance of the canteen is not up to expectations. Further, candidates should be advised that the appointment is for that season only.
6. With the approval of the Committee, the Canteen Manager can determine that additional resources are not needed and must undertake the duties of the paid staff position (as defined by the role description) provided that those duties are undertaken to the satisfaction of the Committee.
7. The Canteen Manager only will seek supplementary voluntary staff from home teams as necessary according to expected demand on particular days and periods. Supporting voluntary staff should not be sought if the paid canteen staff member(s) will be adequate to meet demand.

3.3. Proposed approach to approval of the Paid Canteen Position

1. The Canteen Manager is responsible for management of the annual canteen budget. If applicable, the Canteen Manager may seek to allocate a portion of the annual budget to remunerate canteen staff.
2. The Canteen Manager must annually seek approval for the canteen budget (including staffing expenditure) from the OUFC Committee.
3. Where expenditure for staffing is proposed, the Canteen Manager should address the following to assist the Committee's decision to approve the budget:
 - What alternative approaches are proposed to encourage greater voluntary resourcing which might limit or avoid the expenditure?
 - Did the expenditure during the prior year deliver an acceptable profit margin? Is the expenditure on paid staff an acceptable proportion of overall revenue (eg. what amount of revenue had been achieved from each \$ spent on paying staff)?
4. The Committee should review its decision on this expenditure at least once during the season to ensure that the canteen is tracking to its expected budget and that there is appropriate value being generated from the staffing expenditure.

4. Role Descriptions

As noted above the Committee must ensure that, where it approves expenditure for staffing the canteen, appropriate 'value' is derived from that expenditure. It is also important that any person appointed to the paid staff position understands exactly what duties they are expected to undertake and the expected performance standards.

The Appendix attached shows the duties and performance standards for paid canteen staff. For the avoidance of doubt, the Canteen Manager's responsibilities are also shown.

5. Recommendations

It is recommended that the OUFC Committee approves:

1. the proposed canteen staffing and management structure outlined in sections 3.1, 3.2 and 3.3 above; and
2. the role descriptions outlined in the Appendix,

subject to any amendments agreed by the Committee.

Jim Baker
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ROLE DESCRIPTIONS:

- CANTEEN MANAGER
- PAID CANTEEN STAFF

CANTEEN MANAGER	PAID CANTEEN STAFF
<p>Purpose of role: To ensure the efficient and productive operations of the OUFC canteen. The Canteen Manager has responsibility for all decisions regarding the management and control of canteen operations.</p>	<p>Purpose of role: The role of paid canteen staff is not a permanent position. The role will be utilised where the Canteen Manager forms the view that canteen operations require a core reliable, stable resource. The Committee will authorise funding for this resource each year at the request of the Canteen Manager</p>
<p>Principal Duties: Order and maintain stock at necessary levels – regular stock take. Ensure that canteen facilities are in proper working order and any breakdowns are fixed. Regular liaison with OUFC Treasurer regarding financial record keeping and cash handling. Prepare rosters for team/parent canteen duty to cover busy periods when the paid canteen staff (if any) require support. Ensure that all OH&S and food preparation regulatory requirements are adhered to. Encourage continuous improvement in the way that the OUFC canteen operates Ensure that paid canteen staff are appropriately instructed on the use of canteen facilities including cash register.</p>	<p>Principal Duties: Dealing directly with customers. Cash handling. Supervision of other resources who are rostered for duty by the Canteen Manager. Observe all OHS and food preparation requirements as set by the Canteen Manager Explain operations of equipment to rostered resources. Regularly check and service club house public toilet amenities. Maintain cleanliness of canteen facilities including refrigerators, utensils, coffee machine, etc</p>
<p>Performance Expectations: Good communication skills for professional, productive relationships with suppliers. Positive feedback from OUFC club members and visitors</p>	<p>Performance Expectations: Maintain high standards of personal presentation and relationships with customers. Positive feedback from OUFC club members and visitors. Reliability of attendance and punctuality. Cleanliness and tidiness of canteen, fridges, utensils</p>