



Position Description

Position	Café Assistant/Barista
Position reports to	Café Supervisor
Tenure	Casual
Date	September 2025

About St Margaret's

St Margaret's College offers a unique education for girls from Year 1 through to Year 13 for boarding and day girls. We have a dual pathway with NCEA and the International Baccalaureate Diploma programme and a strong emphasis on wellbeing and pastoral care as well as academic success. With a commitment to holistic education, balancing academic excellence with a multitude of co-curricular opportunities, St Margaret's College encourages students and staff to discover their passions and be the very best they can be.

A St Margaret's College education is founded on Anglican values with a focus on service and wellbeing and offered within a modern school environment promoting diversity, innovation, and sustainability. Each student is set up for success, joining a global alumni network of wāhine toa with the courage to embrace change, the confidence to lead, the desire to learn, and the drive to make a positive impact on the world.

Our Vision

To create empathetic, confident and connected global citizens who value personal excellence and strive to make a positive difference.

Our Purpose

Empowering girls to learn, live and lead.

Our Values

Integrity – Kia pono, Excellence – Kia kairangi, Resilience – Kia manawaroa, Equality – Kia tōkeke, Higher purpose - Te pūtake

Purpose of this Role

To support the Café Supervisor in the successful and efficient running of Maggie's Café by maintaining high and consistent levels of performance and interpersonal skills to ensure high standards of customer service is maintained.

Key Accountabilities

Key Responsibility	Key Deliverables
Café Assistant	• Educating customers by presenting and explaining the menu; answering their questions • Taking orders accurately • Preparing drinks and food by following prescribed recipes and preparation techniques • Maintain inventories by replenishing and maintaining supplies for the Café. Storing as necessary • Display product in an attractive manner • Ensure the efficient use of all equipment by following operating instructions; troubleshooting breakdowns; performing preventive maintenance; reporting any R&M issues to the Café Supervisor • Efficiently operate the POS system. Collecting and processing payments from customers and accurately completing close of day procedures • Maintain a safe and healthy work environment by following organisation standards and sanitation regulations. (Food Control Plan) • Maintain and clean the workspace and equipment as necessary • Maintain the appearance of the Café • Update job knowledge by participating in educational opportunities • Enhance the Café's reputation by exploring opportunities to add value to job accomplishments.
Customer Service	• Welcome all customers and determine their interests and needs • Explain any delays with customers with drink or food • Maintain and model the culture and values of St Margaret's College.
Being part of the St Margaret's team	• Actively, collaboratively and positively participate as a member of the team • The Café Supervisor is kept informed and up to date on all tasks and any issues that arise • Collegiality and support across the whole Maggie's team • Have a focus, comply with and proactively support all health and safety policies, guidelines, legislation and SMC initiatives • Ensure all incidents, injuries and near misses are reported into PeopleSafe • Understand and adhere to all St Margaret College procedures, policies, guidelines, and standards of integrity and conduct • Provide support to other duties as reasonably required.

Functional working relationships with:

- School staff
- Parents, SMC families, students, SMC Old Girls
- General public

Qualifications, Knowledge and Experience:

- Proven experience in Barista café work
- Ability to quickly establish credibility, have a personal impact and build excellent working relationships, mindful of the special character of the school
- Passionate about great coffee and customer service
- Exceptional interpersonal skills
- Exceptional planning and organisational skills.