

POSITION DESCRIPTION

JOB TITLE	Bistro Coordinator
BUSINESS UNIT	Student Experience
REPORTING TO	Student Experience Manager
LOCATION	Armidale
AWARD COVERAGE	TBA
DATE	May 2026
JOB CODE	

PURPOSE OF THE POSITION

The Bistro Coordinator plays a pivotal role in establishing and maintaining the UNE Bistro as a welcoming community hub that strengthens campus vibrancy and student wellbeing. The role works alongside the Student Programs teams and encompasses day-to-day operational management of food and beverage services, as well as event coordination and setup. By ensuring the Bistro operates as a values-aligned hospitality venue, prioritising low/no alcohol options, inclusive pricing, and community connection, the Bistro Coordinator directly contributes to UNE's institutional differentiation as a genuinely student-centred campus.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.

- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

COMMUNITY ENGAGEMENT

1. Build and maintain the Bistro as a welcoming community hub by fostering an inclusive atmosphere, engaging with students and staff, and creating a "third place" where students connect and belong.
2. Work alongside the Student Engagement Coordinator to market the Bistro and upcoming events across social media, campus communications, and other platforms to drive student engagement and footfall.
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BISTRO OPERATIONAL COORDINATION

4. Deliver direct food and beverage service including taking customer orders, preparing and serving food, and operating bar services in accordance with responsible service of alcohol practices and the Bistro's values-aligned hospitality model.
5. Oversee inventory management, ordering, stock rotation, and maintenance of bar equipment, with monthly operational summaries submitted to the Senior Manager.
6. Coordinate event setup and logistics for both student-led and paid events, including maintenance of the bistro bookings calendar.



7. Liaise with the Student Engagement Coordinator, Operations Coordinator, and Events team to manage event bookings and communicate venue requirements, ensuring events strengthen community engagement.
8. Support the Operations Coordinator in maintaining compliance with health and safety standards, standard operating procedures, and risk management protocols.

OTHER DUTIES

9. During operational downtime, provide flexible support to the Student Experience team in delivering other student programs, including Clubs & Societies, TuneFM, Digital HQ, Advocacy & Welfare Services, and student events and activations.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- UNE Students
- UNE Staff
- Community
- Contractors
- Third-party support services

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Demonstrated excellent interpersonal, oral and written communication and organisational skills, including the ability to interact easily and constructively with students and colleagues.
2. Demonstrated ability to work independently while working as part of a large and diverse team.
3. Experience coordinating events or managing venue operations in a community-focused environment.
4. Understanding of food and beverage operations and hospitality best practice.



LEADERSHIP ACCOUNTABILITIES

- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment, and bullying.
- Contribute to the development of a culture of continuous improvement.
- Develop and maintain effective relationships, alliances and networks within the community.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

