

Position Description

Position Details			
Position title	Food and Beverage Attendant	Position number	PD832
Group	Business and Governance	Previous position numbers	N/A
Section	Property and Legal Services	Reports to	BVCCC Team Leader
Area	Bega Valley Commemorative Civic Centre (BVCCC)	Evaluated / approved by	Iliada Bolton
Team	N/A	Version number	August 2022
Position level code	6 Line Staff		
Position statement	Provision and supervision of event and function hospitality services with regards to the front of house, servicing of food and beverage, event order preparation, and general housekeeping duties.		

Position Specific Tasks and Activities		
Key area	Duties and responsibilities	Standards for achievement
Event and function operational duties	- Provide an efficient, safe, welcoming and friendly front of house service for BVCCC ensuring a high standard of presentation and customer service. - Support the delivery and execution of day-to-day operational services of the BVCCC. - Provide logistical support for events and functions; including but not limited to opening and preparing the venue, setting up, servicing of catering, bar operation, packing down, room turnovers, closing out events and closing the venue. - Act as the venue duty officer, attending to bookings and events to ensure the smooth running and seamless execution of services. - Set up and basic operation of data projectors, screens, speakers, laptops and other AV equipment as required. - Report any necessary feedback, maintenance issues and conduct post event evaluations in conjunction with BVCCC team.	- Maintain up to date knowledge of the venue, products, services and resources. - All BVCCC patrons are greeted and dealt with in timely, professional and welcoming manner. - Punctuality is adhered to. - Uses initiative to problem solve effectively and implements the best solution issues or challenges faced. - Personal presentation standards are maintained so as to project a professional corporate image. - Maintains high levels of communication with food and beverage department. - Requirements of hirers are met within venue requirements and each function is executed in accordance with the details provided in the event order. - Standard Work Operation Methods (SWOPs) and safe work practices are adhered to at all times.
General duties	- Maintain the cleanliness and hygiene of event facilities and the Venue. - Ensures relevant policies and procedure guidelines are met in relation to workplace health and safety, food safety and hygiene and emergency management legislation. - Works cooperatively within the team, assisting and performing additional duties, as directed.	- Hygiene and cleanliness standards are maintained at all times. - All venue policies are adhered to - Venue is maintained, clean, serviceable and presented to a high professional standard. - Works effectively and collaboratively with the BVCCC team. - Contributes to a positive, safe and inclusive workplace environment. - Acts as the Fire Warden and First Aid Officer as required.

General Position Requirements	
Key area	Expected Behaviours
Leadership and management	You use influencing skills to achieve job and project outcomes where you do not have direct accountability for people or resources.
Risk management, Work Health and Safety	You work according to the BVSC procedures and principles for risk management (including WHS) appropriate to your position, as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Equal employment opportunity	You work according to the BVSC procedures and principles of a positive and inclusive workplace environment, as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Financial management	When required to purchase and procure supplies you use the correct organisational processes and procedures.

Our Values Commitment: PLaCE	
We are committed to and believe	
People matter Learning is important And we Can do Engaging the whole organisation	We care for our people and each other We learn and innovate We have a can do approach and focus on solutions and outcomes We engage and communicate clearly and consistently

Behavioural Competencies	
Value Description	Expected Behaviours
People matter	- You conduct yourself in the workplace according to our PLaCE values. - You show respect for all employees, acknowledging the importance of diversity in the workplace. - You work safely and support your colleagues to also work safely. - You work well with people who have different ideas, perspectives and backgrounds.
Learning is important	- You attend all mandatory training and learning events. - You seek to learn from your colleagues including looking for mentoring opportunities. - You review your own performance and ask for feedback to learn and improve. - You look for and suggest better ways of doing things in the workplace. - You actively participate in team meetings.
Can do	- You take pride in your own work and that of your team members. - You understand who your stakeholders are and why they matter. - You are willing to go the extra mile for stakeholders and act upon their feedback.
Engaging the whole organisation is important	- You understand our organisation's goals and how your job fits into the wider Council picture. - You always speak in positive terms when referring to your area, other teams and our organisation. (Your behaviour remains 'above the line'.)

Knowledge, Skills and Qualifications

Selection criteria – skills and experience

- Work in a manner consistent with BVSC organisational values and associated behaviours.
- Demonstrate experience in the hospitality industry, preferably in the event/function area.
- Have the ability to prioritise tasks and meet deadlines, whilst working effectively under pressure.
- Excellent written and verbal communication skills, customer service, organisational and time management skills.
- Levels of physical fitness to be able perform operational tasks including venue set up and pack down.
- Additional skills, knowledge and qualifications that may be applicable to this position, such as completion of a food hygiene/handling course, other training or work experience.

Selection criteria – qualifications and licences

- Qualifications that may be applicable to this position in hospitality/catering or event related field.
- NSW Responsible Service of Alcohol
- Current First Aid Certificate.
- Current NSW Class C Drivers Licence.
- Working with Children Check.
- National Police Check.

Conditions of Employment

Status	Casual	Hours per weeks	Variable
Award classification	Band: 1	Level: 3	Award Local Government (State) Award 2017
BVSC grade	1		
Pattern of work	Variable		
Special requirements	☒ Weekend Work ☒ Evening Work ☒ Public Holiday Work ☐ Participation in on call roster ☒ Other: The position is casual, requiring the incumbent to be prepared to work flexible hours necessary to facilitate venue operations, which will include double shifts, early mornings, late evenings, weekends and public holidays where required (some shifts may end at midnight or later). Award rates will be paid for out-of-ordinary hours (refer NSW Local Government Award 2017).		

Delegations

Staff	Number of direct report positions: 0	Staff span of control: 0
Budgetary	\$Nil	
Purchasing	Purchase Card Entitlement ☐ Yes ☒ No	Purchase card limit: \$N/A
Statutory	As per BVSC Register of Delegations	
Security	Access to BVCCC 24 hours / 7 days per week	

Benefits

Motor vehicle	Not applicable		
Information technology	☐ Workstation PC ☐ Laptop ☐ Tablet ☐ Tablet ☐ Camera ☐ Other: Click here to enter text.		
Telecommunications	☐ Desk Phone	☐ Mobile Phone	☐ Wi-Fi Dongle

Benefits	
	☐ Other: Click here to enter text.
Workwear	☒ Corporate uniform ☐ Outdoor uniform ☐ Not applicable ☐ Personal Protective Equipment:

Model Job Demands Checklist

Please print clearly with a black pen and complete all sections as required. Completed form should be delivered to the People and Governance Team or by email to workplacewellbeing@begavalley.nsw.gov.au.

Job title: BVCCC Food and Beverage Attendant

PD Number(s) PD832

Completed by Name: Rickee Marshall

Date:14/10/2021

Administration		Notes
Computer Use (including hand held tablet) <i>generic screen based</i>	Minimal Likelihood	
Sitting at desk	No	
Standing for long periods <i>if yes, please indicate length in hours</i>	Yes	
Manual Handling		Notes
Light lifting/Carrying (0-9kg)	Yes	
Moderate Lifting/Carrying (10-15kg)	Yes	
Heavy Lifting/Carrying (16kg and above)	Minimal Likelihood	<i>Note- If yes manager/coordinator to liaise with WHS Officer</i>
Climbing	Yes	
Bending	Yes	
Kneeling/Squatting	Yes	
Reaching	Yes	
Sequential/Repetitive movements in short period of time <i>is the ability to carry out a repetitive action doing the same thing over and over again</i>	Yes	
Manual dexterity/manipulation <i>is the ability to make coordinated hand and finger movements to grasp and manipulate objects. It can include muscular, skeletal and neurological functions to produce small, precise movements</i>	Yes	

Work Environment		Notes
Works in isolation from other staff <i>remote supervision</i>	Minimal Likelihood	
Walking <i>including distance eg job sites</i>	Yes	
Walking/running up and down steep slopes	No	
Walking whilst pushing/pulling object	Yes	
Works outdoors <i>majority of work is outdoors</i>	No	<i>Note-if yes a functional assessment may form part of the pre employment medical</i>
Works in a customer service environment	Yes	
Confined spaces <i>if yes this must also form part of position description</i>	No	
Requirement to wear personal protective equipment (ppe)	Yes	
Working at heights <i>if yes this must also form part of position description</i>	No	
Task Involving		Notes
Exposure to chemicals <i>fuels, chlorine, insecticides</i>	Yes	
Exposure to biological hazards <i>animal products, live animals, biohazard</i>	No	
Exposure to excessive noise <i>work related exposure level of 85 decibels over an eight-hour period or peak noise levels of greater than 140 decibels at any time during the day</i>	No	<i>Note-if yes a baseline hearing test may form part of the pre employment medical</i>
Exposure to airborne odours and particles <i>means a contaminant in the form of a fume, mist, gas, vapour or dust</i>	No	<i>Note-if yes a baseline spirometry test may form part of the pre employment medical. There is an exposure standard in the Safe Work Australia's "Workplace Exposure Standards for Airborne Contaminants"</i>

Exposure to sunlight <i>work related exposure to UV radiation for more</i>	No	<i>Note-if yes a baseline skin screening test may form part of the pre employment medical</i>
---	----	---

than 20 mins at a time or two hours or more during the day between the hours 10am to 3 pm		
Exposure to some infectious diseases	No	Please see Immunisation Procedure (including matrix) for clarification
Vehicle/Plant/Equipment		Notes
Vehicle Travel <i>travel to/from job site, this could include sitting for periods of time in a vehicle</i>	No	
Plant/Equipment and or vehicle operation	No	Note- This could include sitting for periods of time in a vehicle and/or operating plant/equipment
Cyclic Workload		Notes
Peaks and Troughs	Yes	
Frequent overtime	No	
Rostered shift work	Yes	
Psychological Demands		Notes
High turnover of work	Yes	
Tasks involving interacting with distressed people	Minimal Likelihood	

Privacy Disclaimer

Council acknowledges the implications when an individual discloses (or does not disclose) his or her medical record to a third party; therefore will only request such information for reasons relating Workplace Health and Safety. Additionally - Council will clearly articulate the specific reasons for any medical information required, enabling all relevant parties to make an informed decision regarding the release of confidential information. All records obtained by Council in association with this consent form will be managed according to the *Privacy and Personal Information Protection (PPIP) Act 1998*, the *Health Records and Information Privacy Act 2002*, as well as Council's Records Management Policy and Privacy Management Plan.