

## Position Description: **Venues Officer – Wait Staff**

### POSITION DETAILS

<b>Position grade</b>	Grade 2		
<b>Position type</b>	Casual		
<b>Reports to</b>	Manager Venues		
<b>Department</b>	Assets, Capital and Facilities		
<b>Job function group</b>	Operations		
<b>Staff reporting responsibilities</b>	Nil	<b>Budget responsibility</b>	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The role of the Venues Officer is to be the main support to the Coordinator at Council's Centres including the Holroyd or Granville Centre and to provide all day to day house keeping, room set up and customer service duties.

### QUALIFICATIONS AND EXPERIENCE

#### ***Essential***

- Relevant experience working in Hospitality
- Ability to work in team environment
- Ability to carry three plates at meal service
- Current Responsible Service of Alcohol (RSA) qualification
- Sound computer and office administration skills
- Excellent communication skills
- Excellent customer service skills
- Demonstrated ability to work independently

#### ***Desirable***

- Demonstrated knowledge of the local government environment
- Barista experience
- Current drivers licence

## EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification

## DUTIES AND RESPONSIBILITIES

### ***General***

- Provide customer service
- Set rooms as per enterprise requirements
- Provide waiter/waitress service at events
- Provide customer service and assistance with bookings
- Operate bar and provide responsible service of alcohol
- Receive and store stock
- Clean venue as directed
- Receive and store stock
- Wash polish and store cutlery and crockery
- Answer telephones and process minor clerical and financial transactions

## YOUR CORPORATE ACCOUNTABILITIES

### ***Work Health and Safety (WHS)***

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

### ***Child Safe Organisation***

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.



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- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

### ***Fraud and Corruption Prevention***

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

### ***Customer Service***

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

### **SIGNATURE AND ACCEPTANCE OF POSITION**

**Employee name**

**Employee signature**

**Date of acceptance**



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