

Position Description

Position title:	Casual Food and Beverage Attendant
Directorate:	City Wide Services
Service Unit:	Civic Services
Reports to:	Food and Beverage Services Coordinator
Direct reports:	Nil
Salary point:	LTCA Level 2
Work location:	Civic Theatre / Playhouse
Date revised:	October 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Civic Services?

Civic Services is responsible for many activities across the fields of entertainment, cultural development, venue and event coordination, food and beverage, volunteering, charity partnerships and services for tourism. We manage some of the City's most valuable assets – Newcastle City Hall and the Civic Theatre, as well as the Civic Station building which houses our Visitor Information Centre, and multipurpose Function Centre at Fort Scratchley. Our people are passionate about Newcastle, culture, supporting the community and the venues we look after. We aim to preserve our valued community assets while ensuring full use is made of them, to the benefit of the community.

What's the focus of this position?

As a major venue for performing arts in Newcastle, the Civic Theatre is aiming to create an environment where we constantly pursue excellence in everything we do. As part of our front of house team you will provide excellence and attention to our customers, making the experience of visiting us one that will make our patrons want to come back again. Working for the Civic Theatre gives you the opportunity to make a real contribution to our success and to be involved in developing a unique and exciting venue.

What you'll be doing:

- Responsible for exceptional customer service, including:
 - ensuring high quality and efficient service of food and beverage items
 - encouraging repeat business through developing a rapport with customers
 - engaging with customers about Civic Theatre events and activities
 - engaging in on-the-job and planned training
- Responsible for the smooth operation of the café and bar during trading hours, including:
 - setting up and packing down of café/bar service areas.
 - mixing and serving drinks to order (including coffee) and following café/bar procedures.
 - restocking fridges and maintaining stock control
 - the ability to work both autonomously and as a member of a team whilst ensuring that high standards are maintained
 - the ability to work well under the pressure in a fast-paced environment
- Responsible for the overall cleanliness of all areas whilst in operation, including maintaining workplace hygiene, work health and safety, and security procedures
- Responsible for Point of Sale operation, float, and takings during the shift, including:
 - ensuring all transactions are recorded accurately and immediately
 - collecting payment, operating cash registers, and giving change
 - informing the Café Supervisor or Food and Beverage Services Coordinator of any problems which require immediate attention
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Excellent knowledge of coffee coupled with previous café experience
- Good interpersonal skills
- Ability to work quickly and efficiently
- Enjoy working with people
- Neat personal presentation
- An emphasis on teamwork
- Current Responsible Service of Alcohol (RSA) certification (or willing to obtain)

Other valuable skills you may have:

- Applied barista experience in a fast-paced environment
- Applied bar experience in a fast-paced environment
- Proven cash-handling skills
- Experience in live performance or cultural industries

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	

