

## Position Description

<b>Position title:</b>	<b>Food and Beverage Attendant - Cook</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Civic Services
<b>Reports to:</b>	Food and Beverage Services Coordinator
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	LTCA Level 3
<b>Work location:</b>	Civic Theatre
<b>Date revised:</b>	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 café items
  - encourage 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 kitchen, including:
  - 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 of a fast-paced environment
  - preparing, cooking, and serving quality menu items
  - maintaining high standards of cleanliness
  - ensuring that professional equipment remains in good working condition
  - assisting in stock control, including ordering stock, receiving deliveries, and recording wastage
  - Setting up and packing down the kitchen
- Responsible for the overall cleanliness of all areas whilst in operation, including maintaining workplace hygiene, work health and safety, and security procedures
- Inform the Café Supervisor or Food and Beverage Services Coordinator of any problems which require immediate attention
- May be responsible for Point of Sale operation, float, and takings during the shift
- Provide a safe environment for all patrons and staff, ensuring evacuation protocol and ensure WHS and WorkCover requirements are met.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence, and training.

**The essentials you'll need:**

- Demonstrated café or cook service experience in a fast-paced environment and an environment where you have regularly or occasionally worked autonomously
- Excellent customer service skills
- Ability to spot and resolve problems efficiently
- Ability to manage competing priorities and work within a small team
- Communication and leadership skills
- Up to date with food and beverages trends and best practices
- Current Responsible Service of Alcohol (RSA) certification or willingness to obtain one

- Prepared to work extraordinary hours in line with events and hospitality industry expectations

**Other valuable skills you may have:**

- Barista experience
- Bar experience
- First aid certification
- 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.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	