

## Position Description

<b>Position title:</b>	<b>Casual Food and Beverage Team Member</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Civic Services
<b>Reports to:</b>	Food & Beverage Coordinator
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	LTCA 2 - 7
<b>Work location:</b>	Civic Theatre or other location used for presentation of live performance or event.
<b>Date revised:</b>	March 2021

### 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?

This position works collaboratively within a team to provide a first-class experience of live performance or events to customers of the Civic Theatre and associated venues or locations. The primary objective is to create a safe, welcoming environment and ensure smooth service delivery to maximise the customers' enjoyment of live performance and events. Working alongside colleagues backstage, front of house and in other production roles; this position ensures that from arrival at the venue, all services provided to members of the audience are delivered at the highest possible standard, and that customers have the best possible experience.

This is a casual position working in one or more of a range of roles within Food & Beverage. Most are customer facing and some are kitchen based. You should also refer to the document **Duties Statements Food and Beverage** which describes the duties related to each Food & Beverage role.

**Available roles are**

Kitchen/ General Hand	LTCA 2
Food and Beverage Attendant	LTCA 3
Cook/ Mixologist/ Barista	LTCA 4 - 5
Team Leader	LTCA 6
Supervisor	LTCA 7

**What you'll be doing:**

- Provide exceptional service, support and assistance to all customers and colleagues.
- Provide efficient food and beverage operations including opening and closing service areas, maintaining a clean workspace, effective stock control and quality preparation of food and beverage items.
- Maintain high operational standards as an autonomous and valued member of the team in a fast-paced and often high-pressure environment.
- Provide accurate Point of Sale operation, float and takings during a shift, including reconciliation of own till.
- Assist with the setting up of events, including moving furniture and other items.
- Actively improve your skills and service levels for Civic Theatre customers and clients, having or working towards the ability to work across all areas.
- Follow Civic Theatre procedures, work plans and duties statements for particular work and skill areas.
- Contribute to work process improvement, effective teamwork and the high standard of live performance and event delivery.
- Ensure that workplace health and safety is a top priority in all aspects of your work.
- Proactively work to effectively resolve any issues brought to your attention and escalate these to the Food & Beverage Coordinator or Customer Experience Coordinator if needed.
- Understand and adhere to all requirements of the applicable liquor licence including ensuring all RSA responsibilities are maintained.
- 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:**

- A well-presented, flexible, positive and hands on approach with a focus on providing the best customer experience.
- Proven ability to assist customers in a helpful, courteous and confident manner and to stay calm under pressure.
- Collaborative and problem-solving approach to work, open to learning and always looking for ways to improve service delivery.

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- An active team worker with the ability to both establish good working relationships and to support and co-operate with others.
- Ability to work consistently without direct supervision and under some pressure.
- Computer literacy.
- Effective written and verbal communication skills.
- A commitment to providing the best possible outcomes for customers and the Theatre.
- Available to work shifts during the day, night and over weekends as well as flexibility to work a broad span of hours and at short notice where required.
- Prepared to receive training on Civic Theatre (history of the building, organisation and its vision) and City of Newcastle mandatory training as required.
- Responsible Service of Alcohol (RSA) Licence or willingness to obtain.

**Other valuable skills you may have:**

- Demonstrated experience in cash handling, reconciliation and banking.
- Applied barista experience in a fast-paced environment.
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- Experience in multifaceted arts environment.
- Ability to interpret event reports/run sheets to facilitate the smooth running of show night and other catered events.

**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. We may require you to obtain specific qualifications required for the position, at our expense. You will be required to provide a Police Check and Working with Children Check and undertake a medical prior to engagement.

*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>	