

Position Description

Position title:	Food and Beverage Assistant (casual)
Work location:	Civic Theatre or other location used for presentation of live performance or event
Directorate:	Creative & Community Services
Reports to:	Food & Beverage Coordinator
Direct reports:	Nil
Salary Point:	SP1
Decision making:	Level 6 Management Hierarchy
Date revised:	February 2023

Council Overview

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Civic Services Service Unit is part of the Creative & Community Services Directorate and this role reports to the Food & Beverage Coordinator.

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

We are focused on making a difference in our community and achieving our vision of **creating a liveable, sustainable, inclusive 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 its employees the opportunity to develop in their current role, grow into future opportunities and reach their 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 as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

What is the focus of this position?

This is a casual position working collaboratively to provide our customers with a first-class experience of live performance, functions or events in our venues. This position works within a team of food and beverage service staff to provide outstanding standards of food and beverage service across a range of functions and event styles, while creating a safe, welcoming environment.

What you will be doing:

- Support the Food and Beverage team with the provision of exceptional food and beverage services to customers.
- Support colleagues to achieve the overall delivery of services at highest possible standards.
- Under direction, set up and pack down function spaces, clear and clean after service, wash up, clean kitchen and perform other tasks supporting the effective provision of food and beverage.
- Provide support to other teams within Civic Services as required.
- Assist with food service.
- Engage in training and provide support and coaching to colleagues within the bounds of your capability.
- Contribute to work process improvement, effective teamwork and the high standard of live performance and event delivery. Actively improve skills and level of service to customers and clients.
- Work collaboratively and independently as required in a fast-paced and sometimes high-pressure environment.
- Understand fire safety procedures and undertake your allocated role in an evacuation or emergency.
- Ensure that workplace health and safety is a top priority and focus on all aspects of your work.
- Encourage repeat business through developing a rapport with customers and engaging with customers about coming events where appropriate.
- Be aware of the work environment and venue presentation to customers, taking action on matters for immediate attention, as well as being proactive in effectively resolving any issues brought to your attention, escalating these if needed.
- Any other accountabilities or duties as directed by the Manager which are within the employee's skill, competence, and training.

The essentials you'll need:

- Physical capability to safely lift and carry function equipment such as tables, chairs and food service equipment.
- Ability to take instruction and work consistently, sometimes under some pressure.
- High level attention to detail and pride in achieving the highest possible standards of venue presentation with appropriate personal presentation.
- A flexible, positive and hands on approach and ability to assist others in a helpful, courteous and confident manner and to stay calm under pressure.
- Open to learning and always looking for ways to improve operations, with the ability to establish good working relationships and support and co-operate with others.
- 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.

Other valuable skills you may have:

- Prior experience in a similar role.
- Ability to interpret run sheets.

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:	