**Position Description**

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| **Position title:** | **Food and Beverage Team Member (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:** | SP2 |
| **Decision making:** | Level 6 Management Hierarchy |
| **Date revised:** | March 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 and 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:**

* Provide exceptional food and beverage services to customers in one or more areas of food service, bar service, café service and food and drink preparation.
* Support colleagues to achieve the overall delivery of services at highest possible standards.
* Set up, operate, serve, pack down and close allocated food and beverage service area, or other tasks related to the provision of food and beverage.
* Operate and maintain allocated food & beverage equipment (eg popcorn, coffee machine).
* Accurately operate Point of Sale system, manage float and reconcile till at end of shift as required.
* Encourage repeat business through developing a rapport with customers, and engaging with customers about coming events where appropriate.
* Seek opportunities to cross- and up-sell food & beverage products.
* Understand and adhere to all requirements of the applicable liquor licence including ensuring all RSA responsibilities are maintained. Comply with CN policies and follow guidelines and work practices.
* 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 in all aspects of your work.
* 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.
* Maintain knowledge of relevant trends and best practices, and actively improve your skills and service levels for customers and clients, having or working towards the ability to work across multiple areas.
* 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:**

* Demonstrated experience in a food and beverage service, displaying excellent communication skills, excellent personal presentation, positive friendly demeanour and commitment to best practice customer experience.
* High level attention to detail including ability to work accurately from a detailed run sheet.
* A flexible, positive and hands on approach and ability to assist customers in a helpful, courteous and confident manner and to stay calm under pressure.
* Open to learning and always looking for ways to improve service delivery, and with the ability to establish good working relationships and support and co-operate with others.
* Ability to work consistently without direct supervision and under some pressure.
* Effective written and verbal communication skills, and computer literacy.
* Available to work shifts during the day, night and over weekends as well as flexibility to work a broadspan of hours and at short notice where required.
* Responsible Service of Alcohol (RSA) Licence.

**Other valuable skills you may have:**

* Experience in food and beverage service at large catered events / functions.
* Demonstrated experience in cash handling, reconciliation and banking.
* Applied barista experience in a fast-paced environment.
* Applied bar experience in a fast-paced environment.
* Experience in multifaceted arts environment.
* Ability to interpret event reports/run sheets to facilitate the smooth running of show night and othercatered 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.

*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.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |