

Position Description

Position title:	Food and Beverage Team Member - Bar/Food Service (casual)
Directorate:	City Wide Services
Service Unit:	Civic Services
Reports to:	Food & Beverage Coordinator
Direct reports:	Nil
Salary point:	2
Work location:	Civic Theatre or other location used for presentation of live performance or event.
Date revised:	May 2022

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 the team responsible for presentation of live performance, functions and events in our heritage venues – the Civic Theatre and Newcastle City Hall, as well as the Function Centre and beautiful event spaces at Fort Scratchley, Newcastle Museum event spaces, and in Wheeler Place.

We provide services for tourism through our Visitor Information Centre and Visitor Services team, located at the repurposed Civic Station. 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 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'll 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.
- Other duties within your skills and capabilities related to the purpose of the role.

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 broad span 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 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.

Employee Name:	
Employee Signature:	
Date:	