

<b>Position Title</b>	Venue Assistant
<b>Department</b>	Community Services
<b>Unit</b>	Customer Experience and Recreation
<b>Team</b>	BLAKC
<b>Supervises</b>	Nil
<b>Reports To</b>	Coordinator Venue Management
<b>Grade</b>	B
<b>Date Prepared</b>	4/11/2020
<b>Date Last Updated</b>	4/11/2020

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

The Blakc Venue Assistant is responsible for assisting the Food and Beverage Supervisor in daily management and operation of the cafe and delivery of its functions. This includes ensuring the menu items are executed to a high and consistent level in a clean and hygienic environment. Also to work in with The Events and Catering Supervisor in looking after patrons and clients who attend The Bryan Brown Theatre and function rooms and make their visit a comfortable and enjoyable experience.

## Accountabilities

- Setting up of cafe in preparation to trade.
- Prepare and serve the daily menu and any required specials.
- Ensure preplanning for each day in particular for functions, special events and activities.
- Ensure the cafe, meeting rooms and surrounds, all equipment and fixtures are kept clean and hygienic at all times.
- Provide quality service of hot and cold beverages.
- Provide quality and consistent service and delivery of meals.
- Work closely with other staff members to ensure the smooth running of cafe and function operations.
- Operation of Council's POS system including cash registers and adhere to Council's Cash handling guidelines.
- Observe legal requirements for the responsible service of alcohol (RSA) and report all breaches to the Coordinator- Venue Management.
- Contribute to the positive image of council by ensuring effective public and customer relations, maintaining a high standard of personal presentation and demonstrating personal integrity, honesty and respect for customers at all times.
- Cleaning of amenities, foyer, theatre, cafe and function rooms.
- Assist in preparation of functions and events including room set up, glassware, tableware, seating and other requirements.
- Perform event and theatre ushering duties.



## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – Trades/ Operational

Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Intermediate
	Display Resilience	Foundational
	<b>Act with Integrity</b>	Intermediate
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Foundational
	<b>Customer and Community Focus</b>	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 <b>Results</b>	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 <b>Resources</b>	Finance	Foundational
	<b>Assets and Tools</b>	Intermediate
	Technology and Information	Foundational
 <b>People Leadership</b>	Procurement and Contracts	Foundational
	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Maintains confidentiality of customer and organisational information</li> <li>• Is open, honest and consistent in words and behaviour</li> <li>• Takes steps to clarify ethical issues and seeks advice when unsure what to do</li> <li>• Helps others to understand their obligations to follow the code of conduct, legislation and policies</li> <li>• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs</li> </ul>
<b>Results</b>		
Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Finds and checks information needed to complete own work tasks</li> <li>• Breaks down information and issues into component parts</li> <li>• Thinks through the options available and checks his/her suggested approach</li> <li>• Refers complex issues and problems to a manager/ supervisor</li> </ul>
<b>Resources</b>		

Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>• Uses a variety of work tools and resources to enhance work products and expand own skill set</li> <li>• Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>• Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>
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\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

### Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

### Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

### Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

### Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

### Qualifications and Experience

#### Essential Qualifications

- Demonstrated experience in cafe, catering, theatre or catering and servicing for functions.

#### Essential Experience

- Demonstrated experience in cafe , catering, theatre or function service.
- Experience in food handling safe practices.
- Demonstrated experience in providing exceptional customer service to ensure high service of delivery.
- Demonstrated experience in Customer service.

#### Desirable Qualifications and or Experience

- Hold RSA or willingness to obtain if successful.
- Certificate 1 or 2 in Hospitality or demonstrated relevant experience in hospitality or food/ events service industry.
- Theatre , ushering or event experience.

- Demonstrated interest in food and preparation.
- Demonstrated experience in the use of coffee machines.

<b>HUMAN RESOURCES USE (SELECT YES OR NO)</b>	<b>YES</b>	<b>NO</b>
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>