

Position description

Catering Assistant

Summary information

Section	Key Venues	Directorate	City Living
BCC number(s)	N/A	Position type	Casual
Grade	Grade 2	Skill descriptor	Band 1 Level 2
Reports to	CEO Blacktown Venue Management / Manager Key Venues (MKV) or his/her nominee	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	February 2015		

Our values



Teamwork



Customer Focused



Innovation



Commitment to Safety

Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1. Position context

The Key Venues section is positioned within Council's City Living Directorate.

Key Venues is administered under the authority of Blacktown Venue Management Limited, a company wholly owned by Council, which act as Council's managing agent.

All employees of Key Venues are employed by Blacktown City Council and seconded to Blacktown Venue Management Limited.

2. Position purpose

This role is primarily responsible to provide a high level of customer service in the preparation and delivery of all food and refreshments as part of the overall catering function and shall assist in maintaining a clean and safe environment in all refreshment areas for all customers and staff..

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

3. Qualifications and experience

Essential:

- Current Working with Children Check
- Knowledge of applicable legislation/regulations
- Demonstrated commitment to customer service
- Ability to work within a team environment
- Availability to work flexible working hours.

Desirable:

- Experience in a similar environment
- Current CPR Certificate
- Current First Aid Certificate
- Current class C driver's licence.

4. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

5. Key accountabilities

Position specific

- Maintain the highest quality of catering service providing a safe, clean and enjoyable experience for all visitors
- Maintain all usage and storage of kitchen and servery equipment
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our volunteers policy and standards
 - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

6. Duties

- To represent Blacktown Venue Management and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality.
- To follow instructions and guidance as provided by senior staff and to work cooperatively with other Key Venues employees.
- Ensure the Centre operates successfully and in accordance with meeting the programs and services goals and objectives.
- Actively support Key Venus staff working together as a "team" to meet the requirements expected by the Blacktown Venue Management Board, Blacktown City Council and all key stakeholders.
- Other duties as from time to time as may be reasonably required and requested by and/or through the Blacktown Venue Management Chief Executive Officer or his or her nominee.
- Assist with the training, induction, monitoring and evaluation of new or 'rookie' staff.
- Effective deployment and use of resources.
- Ensure that the catering service is conducted in a professional manner and so designed to encourage all Centre customers to visit the outlet.
- To participate as requested in catering for external functions.
- Liaise with Activity Officers (Duty Manager) and other members of staff to ensure awareness of programs and activities and adjust catering requirements accordingly.
- To attend and actively participate in staff meetings and training workshops on a routine and systematic basis.
- To spot clean areas as may arise in order to present the facilities in a clean and serviceable manner at all times.
- Appropriately and professionally handle all customer sales and enquiries.
- To check supplies received as directed and ensure quantities are correct as per delivery dockets.
- To prepare and serve food and beverages, as required.
- To ensure kiosk is adequately set up for all events and programs.
- As directed, ensure held stock is constantly rotated to ensure no stock is held past its due by date.

- To ensure all aspects of the Health Department guidelines are adhered to at all times.
- To ensure that administration is appropriately carried out as it relates to catering for activities and functions.
- To attend food-handling technique updates, as directed.
- To ensure a clean and pleasant environment for all patrons.
- To ensure all tables are wiped down consistently throughout the day.
- To ensure all rubbish bins in the cafeteria area are checked and emptied regularly to ensure a clean and safe environment is maintained at all times.
- To ensure cafeteria products are displayed to entice sales and ensure repeat business.
- To ensure correct uniform is worn at all times and properly maintained.
- Respond and deal appropriately with conflict and complaints.
- Develop and maintain an excellent knowledge, understanding and skills in the operation of the catering point of sale, cash receipting system and reconciliation processes.
- To ensure all floats and revenue under your control is secure and safe at all times.
- Ensure the correct procedures are adhered to when using, setting up and packing up all kitchen and servery equipment.
- Ensure that all kitchen and servery equipment is properly stored and any damage, faulty equipment is reported for repair/replacement through agreed channels.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

7. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: