



# Position Description

## Junior Hospitality and Catering Officer

## Position title

JUNIOR HOSPITALITY AND CATERING OFFICER FOR WEEKEND AND SCHOOL HOLIDAY SHIFTS

## Department

Economic Development

## Classification

Queensland Local Government Industry (Stream B) Award 2017 and Winton Shire Council Enterprise Bargain Agreement 2019 as varied Level 1 (Junior Rate)

## Terms of employment

Casual

## Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

## Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

## Winton Shire Council's Corporate Values are:

### **Accountability:**

The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

### **Effectiveness:**

The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

### **Efficiency:**

The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

### **Sustainability:**

Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

### **Meaningful Community Engagement:**

Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

### **Good Governance:**

This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

### **Ethical and Legal Behaviour:**

Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

## Organisational relationships

### Reports to:

Hospitality and Catering Supervisor

### Supervision of:

No supervision applicable

### Internal Liaisons

Waltzing Matilda Centre Staff, Management, Council Staff and Council Departments as required

### External liaisons

Customers, Event organisers and coordinators, Tour operators and clients, and event guests.

## Position objectives

The purpose and function of these positions are to:

- Ensure reliable and smooth service from the Tuckerbox Café for the Council and Community Events which are run from the Hospitality and Catering Team.
- High level customer service.
- High quality food and beverage provision.
- Maintain high standards of hygiene.
- Maintain food safety standards.

## Organisational commitment

### Corporate

All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

### Confidentiality and improper use of information

All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

### Continuous quality improvement

All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

**Workplace Health and Safety**

All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28.

While at work all Winton Shire Council workers must:

- Take reasonable care for his or her own health and safety; and
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

**Requirements and working conditions**

The following requirements and working conditions will be necessary in this role:

- Must have a Working with Children Blue Card or have an ability to acquire same.
- Willingness to learn and train in a hospitality environment.
- Willingness to be available for weekend and school holiday shifts.
- The Council Employee Code of Conduct applies to this position.
- Out of hours work during events (i.e. community festivals, ceremonies, and other public celebrations)

**Statement of key responsibilities and duties**

The following key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities of the position are:

1. Provide customer service such as taking orders from customers.
2. Operating the point of sale system to handle payment from customers.
3. Undertake balancing of till.
4. Stock control and re-stocking.
5. Assisting with maintaining a clean facility at all times.
6. Packing up Café, cleaning down equipment, sanitizing surfaces.
7. Food preparation as required.
8. Learn coffee machine operations.
9. Service provision for catering/events (tour busses, gallery openings, catering for events)
10. Maintain and launder a clean uniform.

## Other relevant information

- The selected applicant will be subject to a criminal history check-undertaken and paid for by Council.
- The selected applicant will be required to undertake a pre-employment medical assessment to prove that they are medically fit to carry out the duties and responsibilities of the position with Council covering the cost.
- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

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## Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I,

accept the position of Junior Hospitality and Catering Officer with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

**Signature:**

**Date**