



WINTON SHIRE COUNCIL

POSITION DESCRIPTION

1. POSITION DESCRIPTION

Position Title:	HOSPITALITY AND CATERING OFFICER
Position Number:	CE10344
Department:	Economic Development
Classification Level:	Qld Local Government Industry (Stream B) Award 2017 and Winton Shire Council EBA 2019 Level 4
Terms of Employment:	Casual
Supporting Documents:	Employee Code of Conduct Workplace Health & Safety Responsibilities Staff Induction Booklet WSC Drug and Alcohol Policy

2. ORGANISATIONAL ENVIRONMENT

Winton Shire Councils 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 Councils 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 Corporate Values

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.

3. ORGANISATIONAL RELATIONSHIPS

Reports to:	Hospitality and Catering Supervisor
Supervision of:	N/A
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.

4. 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.

5. 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.

6. EXPERIENCE/ SKILLS

Experience and skills required for the position include:

1. Experience in hospitality and/or catering work would be favourably looked upon.
2. Experience with people, such as volunteering or helping community in various ways will be looked upon favourably.
3. Experience with café equipment such as coffee machines and sandwich presses.
4. Demonstrated understanding of customer service.
5. Willing to take initiative and keen to learn new skills.
6. Experience using point of sale systems would be favourably looked up, and a willingness to learn is essential.

7. ADDITIONAL REQUIREMENTS AND WORKING CONDITIONS

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

- The Council Employee Code of Conduct applies to this position.
- Must have a Working with Children Blue Card or have an ability to acquire same.
- Out of hours work during events (i.e. community festivals, ceremonies, and other public celebrations)
- Travel within the Shire may be required of this position (Council will supply a vehicle for business use only).
- Due to the current Qld Health Mandate, proof of current Covid vaccination is a requirement of this position.

8. 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.

9. KEY SELECTION CRITERIA

The applicant's suitability for this role will be assessed against the following competencies:

- SC1.** Experience in communicating with people in public settings.
- SC2.** Experience serving people or assisting.
- SC3.** Are you comfortable and willing to work in all areas of the hospitality services and demonstrate what experience you have in these areas. i.e., front of house and kitchen.
- SC4.** Demonstrated ability to work in a team effectively.
- SC5.** Willingness to learn and enthusiasm to learn hospitality skills.

10. OTHER RELEVANT INFORMATION

- The selected applicant will be required to supply a Criminal History Check with reimbursement costs to be provided by Council.
- Current Suitability Card Working with Children Blue Card
- The selected applicant will 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 [s 138A] 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.

11. 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 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.

Successful Applicant:

Signature:

Date: