



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Food and Beverage Attendant</b>
<b>Reports to:</b>	<b>Coordinator Jubilee Complex</b>
<b>Position Level:</b>	<b>Team Member</b>

### **Vision**

To be the pre-eminent end-of-life resting place; a place that connects people through a rich tapestry of beautiful gardens, services, events and histories.

### **Mission**

Centennial Park provides a stunningly beautiful community space in which to enduringly commemorate loved ones and to celebrate the wonder of life.

### **Values**

- Compassion
- Inclusion
- Excellence
- Innovation
- Commerciality

## **Business Development and Client Services Team**

Business Development and Client Services is comprised of multiple teams and is pivotal to the achievement the Authority's strategic objectives through effective service delivery, client engagement and business development. The Jubilee Complex team is responsible for developing and maintaining sound stakeholder and client relationships, ensuring the facility presents a professional and caring environment and delivering a range of functions, events and services.

### **1. Summary and Purpose of the Position**

As a member of the Jubilee Complex team, the Food and Beverage Attendant is responsible for the delivery of services, functions and events. The position contributes to the presentation and preparation of the facility. The position is responsible for food and beverages service, cleaning and basic maintenance to ensure physical assets and surrounds are maintained and presented to the highest standard.

## **2. Key Working Relationships**

- Accountable to the Coordinator Jubilee Complex and Supervisor in delivering high quality service and effectively contributing to departmental goals.
- Accountable to the Jubilee Complex Team by contributing collaboratively in achieving service delivery.
- Responsible to the wider team for contributing to organisational objectives and fostering an environment based on mutual trust and respect.

## **3. Key Result Areas**

### **3.1 Financial**

- 3.1.1 Support Coordinator and Supervisor in the responsible financial management the Jubilee Complex.

### **3.2 Client Service & Satisfaction**

- 3.2.1 Respond to customer and visitor enquiries and requests.
- 3.2.2 Maintain front office presence when required.
- 3.2.3 Contribute to Centennial Park's physical asset management and sustainability objectives including ensuring buildings, amenities, plant equipment are secure.
- 3.2.4 Establish sound relationships with key stakeholders, including Funeral Directors.
- 3.2.5 Preparing the Jubilee Complex for services and events, including food and beverage preparation and service, kitchen hand duties, audio/visual functions and managing activities and tasks according to schedules.
- 3.2.6 Undertake minor repairs and maintenance in a timely manner or where relevant, reporting on physical asset faults or maintenance / replacement requests.
- 3.2.7 Adhere to Cleaning Duties Schedule and ensure cleaning machinery, equipment and stock are maintained.
- 3.2.8 Assist with and respond cooperatively to team and organisational requests.
- 3.2.9 Assist with stock control.
- 3.2.10 Assist with the planning, coordination and delivery of a range of events that utilise the Jubilee Complex.

### **3.3 Operations, Systems & Processes**

- 3.3.2 Maintain accurate and complete records in accordance with the Authority's Records Management Policy, other related policies, the State Records Act 1997 and other relevant legislation.
- 3.3.3 Ensure all relevant policies and protocols are followed within the Jubilee Complex team to ensure:
  - A safe work environment
  - Data accuracy and reliability
  - Confidentiality
  - Conformance with the Work Health and Safety Act 2012, ReturnToWork SA, Performance Standards for Self Insurers and the Return to Work Act 2014 (SA)

### **3.4 Culture**

- 3.4.2 Assist with and respond cooperatively to team and wider organisational requests.
- 3.4.3 Participate in team meetings and maintain constructive workplace relationships
- 3.4.4 Assist team members to achieve service delivery requirements.
- 3.4.5 Contribute to a culture of teamwork; encourage diversity in ideas, regular feedback, and cohesiveness.

## **4 Competencies**

- 4.1 Ability to use initiative to plan and prioritise duties to meet timeframes and objectives.
- 4.2 Commitment to delivering high level of customer service to internal and external customers.
- 4.3 Possess highly developed relationship building skills and the ability to liaise effectively with a diverse range of stakeholders.
- 4.4 Ability to deliver events, services and functions, including food and beverage service and facilitation of audio visual presentations.
- 4.5 Sound knowledge of stock control and supply procedures.
- 4.6 Ability to handle difficult and sensitive situations professionally to achieve successful outcomes.
- 4.7 Possess a valid Responsible Service of Alcohol Certificate.
- 4.8 Knowledge of safe work practices related to the delivery of food, beverage and catering services.

<b>KEY PERFORMANCE INDICATORS</b>	
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Cost effective use of the Authority's resources.</li> </ul>
<b>Client Services &amp; Satisfaction</b>	<ul style="list-style-type: none"> <li>• Client communication complies with relevant policies and processes.</li> <li>• Delivery of high quality customer service.</li> <li>• Functions, services and events are well coordinated and delivered in accordance with the event plans and outcomes are reported on within set timeframes.</li> <li>• Task schedule adhered to.</li> <li>• Timely action of repairs and maintenance requirements.</li> <li>• Stock control processes meet operational and business standards.</li> </ul>
<b>Operations, Systems &amp; Processes</b>	<ul style="list-style-type: none"> <li>• Demonstrated commitment to continuous improvement measured by efficiency of operational systems.</li> <li>• Adherence to organisational policies and procedures.</li> <li>• Physical assets are secure and risks are minimised.</li> </ul>
<b>Culture</b>	<ul style="list-style-type: none"> <li>• Cooperative and flexible approach to assist with organisational requests and requirements.</li> <li>• Positive and constructive response to instructions, directions and feedback.</li> <li>• Proven behaviours as a role model through professionalism, courtesy, respect and 'living' the organisational values, along with fostering a workplace culture reflective of these values.</li> <li>• Professional courtesy demonstrated by ensuring timely attendance of meetings, responding promptly to emails and meeting deadlines.</li> </ul>

The above does not represent an exhaustive list of Key Performance Indicators. Additional Key Performance Indicators may be raised through the Performance Development Review Process.

The Employer may vary the Position Description from time to time in accordance with operational needs.

**I have read this Position Description and confirm that:**

- I fully understand the content and agree that it forms the basis of my employment;
- I understand that the company may change the Position Description from time to time to suit the needs of the business

**Signed  
Employee:**

**Date:**

**Signed  
Manager:**

**Date:**