

POSITION DESCRIPTION

WEST BEACH PARKS

Position Description

SENIOR FOOD & BEVERAGE ATTENDANT

POSITION

Position Title:	Senior Food & Beverage Attendant
Department:	Food and Beverage
Responsible To:	Food & Beverage Team Leader
Classification Level:	3

POSITION PURPOSE

Primary Purpose of Role:	To always provide an excellent guest experience and ensure the same high standards are consistently delivered by The Shack Customer Experience Team. The role is also responsible for supervising The Shack Customer Experience Team and monitoring the day-to-day operations of The Shack, and Food Truck including: ▪ Assisting with ordering, receipting, storing, wastage, administration and stock take of food and beverage related products across the precinct. ▪ Dealing with guest issues and complaints in a pleasant and level-headed manner. ▪ Coaching, training and engaging The Shack Customer Experience Team. ▪ Managing shift scheduling to meet operational requirements. ▪ Ensuring that policies and procedures are being adhered to, therefore making certain the guest experience is delivered to required standards and food safety, hygiene and stock management compliance. ▪ Supports food and beverage operations across all precinct areas as required, ensuring consistent service standards and operational compliance. ▪ Ensuring daily food safety practices are followed and documented, and by reporting any non-compliance or risks to the FBTL and the CEM.
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ABOUT WEST BEACH PARKS

Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

Our Purpose:

To care for and enhance West Beach Parks for current and future generations

Strategic Priorities:



Our Destination: *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



Our Community: *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



Our Environment: *We will ensure that environmental sustainability is at the heart of everything we do*



Our People, Our Business

We will invest in our people and our business, and ensure long-term financial sustainability

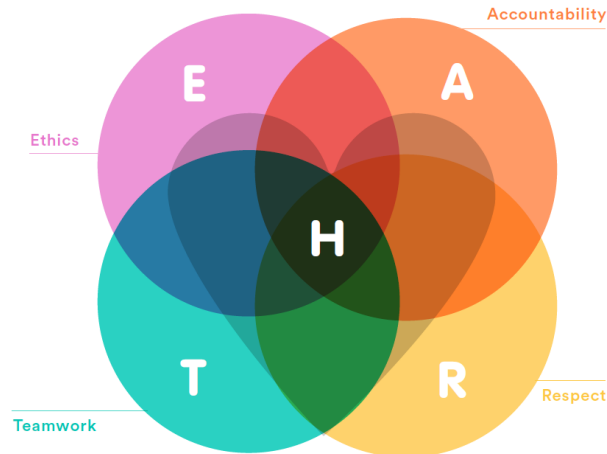


Our Values

HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



ETHICS

We do the right thing

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

ACCOUNTABILITY

We own our actions and behave responsibly

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

RESPECT

For our visitors, each other and our environment

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

TEAMWORK

We work together to create and deliver a great visitor experience

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
Customer Experience	- Ensure the West Beach Parks Customer Experience Charter is upheld and evident in customer experience delivery. - Ensure all customers' queries are managed or directed to the appropriate person if unable to assist. - Maintain good customer relations by keeping abreast of all in-house and area functions/events/facilities in order to answer questions and concerns with timely and knowledgeable responses in person and on telephone. - Ensure all team members act in a professional manner in all customer interactions. - Ensure a timely resolution for customer complaints or refer to Food & Beverage Team Leader (FBTL) or Customer Experience Manager (CEM) if unable to resolve or further assistance is required. - Ensure that all team members adhere to all customer service policies and procedures. - High level of personal grooming and hygiene to be observed by all team members. - Maintain a friendly, professional and courteous demeanour at all times. - Monitor and report on guest satisfaction with particular attention to satisfactory resolving of any complaints.	100% delivery of Customer Service Charter. - Positive customer satisfaction. - Consistent behaviour demonstrated as per Customer Service Charter. - All customers are acknowledged on arrival.
Stock Control	- Order, receive, unload, store, control and issue food and beverage supplies for West Beach Parks (WBP). - Assist maintaining the inventory control system in POS in conjunction with the FBTL. - Assist with receiving and checking paperwork from a variety of catering sources, data-entry and checking and coding information so that records reflect accurate stock movements, purchases expenditure and stocktake. - Assist with the monthly stock take of The Shack or any other areas throughout WBP where stock is either sold or held in conjunction with the FBTL and CEM. - Maintain hygiene and work, health and safety standards, particularly in stock receipt and storage areas. - Assist with movement of stock, monitoring usage and replenishing stocks for all food outlets, functions and events to facilitate a smooth operation. - Assist with stock rotation and stock control.	- Reduction in wastage and costs of purchase. - Accurate monthly stock takes and reporting. - Store turnover target 2-3 times. - Demonstrates efficient purchasing practices. - Orderly stores, cool rooms and freezer kept at all times.



Key Result Areas	Responsibilities	Measures
Stock Control continued	▪ Reduce WBP investment in stock holding through efficient purchasing practices ensuring stock levels are kept at optimum levels and available for day-to-day demand. ▪ Assist with monitoring menu item margins pricing and managing any anomalies. Report any significant variations to the FBTL and the CEM. ▪ Maintain effective relationships with suppliers. ▪ Enter, review and update POS system daily. ▪ Assist with developing and determining par levels for stock items. ▪ Ensure the QR code system is maintained and up to date ▪ Other related duties as required.	
Administration	Assist the FBTL with function administration including, but not limited to: ▪ Attending Food and Beverage meetings as required to take minutes, prepare and distribute to relevant team members. ▪ Assisting with maintaining an accurate and efficient filing system for the food and beverage operations. ▪ Assisting in development of policy and procedures manual for team members to refer to and sign off. ▪ Assisting and/or undertaking daily banking and balancing ensuring any discrepancies are investigated. ▪ Monitoring, reviewing and updating POS system, as required.	▪ Meets required timeframes. ▪ Accuracy of all documentation. ▪ Demonstrated organisational and planning ability. ▪ Banking undertaken in accordance with policy. ▪ Staff competencies in all duties as per policy and procedures.
Management and Leadership	▪ Lead, inspire, support, motivate, train and mentor team members to ensure that: ○ our HEART Values are instilled into everyday behaviours, ○ department and individual KPI's are achieved, ○ there is effective work planning, resource allocation and productivity, ○ work outputs are of a high standard, and ○ a customer centric culture is instilled. ▪ Cultivate the culture and morale of the team and report back to the FBTL or CEM on issues which may be having an impact on the team. ▪ Assist with the implementation of the WBP Strategy and Plans as relevant to the department.	▪ Demonstrated leadership and management. ▪ Effective use of performance development and management processes. ▪ Learning and Development Framework Training completed by the required deadline. ▪ Regular use of High 5 by self and the team. ▪ Self and team compliance of policies, procedures and work instructions.



Key Result Areas	Responsibilities	Measures
Management and Leadership continued	- Contribute to the management of team members including induction, reward and recognition and performance management. Correct performance issues and counsel as required in consultation with the FBTL or CEM; - Ensure scheduled training as per the WBP Learning and Development Framework is completed by all team members; - Assist in developing the required level of commitment and competence of the team in order to achieve goals and objectives; - Ensure team achievements are recognised; - Take responsibility for your own performance, clarify job responsibilities and look for opportunities that will develop your knowledge and skills. Develop/update your skills and knowledge (internally or externally) to reflect changed work requirements, technology etc.; - Achieve effective communication by briefing and debriefing the team and actively encouraging transparent communication with other departments across WBP; - Develop cooperation and trust with team members, management, colleagues and other departments across WBP and take into consideration the different viewpoints of others; - Promote and monitor team compliance of: - all policies, procedures and work instructions relating to the department, - people management processes, and - uniform/PPE requirements and personal presentation standards; - Ensure adherence to the principles and legislative requirements of people management, equal employment opportunity, anti-discrimination, social justice and work health, safety and welfare. This ensures providing a safe and secure facility for team members and customers.	
Functions	- Coordinate functions as required, including the accurate costing of all areas associated with the function. - Provide “hands on” assistance at functions when required. - Provide assistance to the sales department when dealing with function sales.	- Positive guest feedback on functions. - Timely reconciliation of functions. - Schedules in line with budget.



Key Result Areas	Responsibilities	Measures
Mandated Notifier	- Under Section 30 of the Children and Young People (Safety) Act 2017 the CEM is classified as a Mandated Notifier as the role has direct responsibility for the services provided to children as part of our school holiday programs. As such, the CEM is responsible for: - Notifying the Department for Child Protection via the Child Abuse Report Line if you suspect on reasonable grounds that a child or young person is, or may be, at risk of harm. - Making the notification as soon as is reasonably practicable after forming the suspicion; and - Notifying the CEM, General Manager – Operations or Chief Executive Officer that a report to the Child Abuse Report Line has been made.	- Compliance with West Beach Parks Children and Young People Safe Policy. - Compliance with Mandated Notifier responsibilities.
Work Health and Safety	<u>Responsibilities as a Worker</u> - Take reasonable care for own health and safety and that of others whilst at work. - Promote health and safety awareness by setting a good example. - Comply with all WBP WHS policies, procedures, work instructions etc. - Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others. - Not perform any procedure or task unless you have received appropriate training and instruction. - Use safety devices and personal protective equipment (PPE) correctly and in accordance with procedures/work instructions. - Report potential and actual hazards. - Report any near miss, accident or injury you sustain at work or outside of work. - Keep work areas in a safe condition, ensure good housekeeping and safe access and egress. - Participate in consultation regarding WHS. - Complete all required WHS training. <u>Responsibilities as a Manager/Team Leader</u> - Act as a work, health and safety role model. - Participate in the development of and implement the WBP WHS system in consultation with Workers, Health Safety Representatives (HSR) and the Work Health and Safety/Return to Work Coordinator (WHSRTWC). - Ensure that WBP procedures for regular consultation between Management and Workers are followed. - Consult with the HSR and the WHSC on any proposed changes to the workplace, plant, equipment, substances used etc.	- Demonstrates safe work practices and acts as a health and safety role model. - Self, Worker and Contractor compliance of policies, procedures and work instructions compliance. - Self and Workers completed all WHS training by the required deadline. - Self and Worker correct use of all safety devices and PPE. - Correct reporting system is used to report potential and actual hazards. - Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work. - Effective participation in the return to work of injured/ill workers. - Work areas are in a safe condition, good housekeeping and safe access and egress. - Controls, directs and monitors work practices to maintain safety.



Key Result Areas	Responsibilities	Measures
Work Health and Safety continued	- Develop a safe working environment by controlling, directing and monitoring work practices through carrying out job safety analysis via detailed work instructions. - Ensure all Workers work in a safe manner. - Inform, instruct and train all Workers in the safe use of all plant, machinery, equipment, substances and materials used through the course of the Workers' employment, in appropriate language. - Take appropriate immediate action on receiving notification of a work-related injury or illness to a Worker or the occurrence of a dangerous, hazardous or near miss situation. - Investigate accidents and injuries as required. - Assist in the recovery and return to work of Workers who are, or have been, absent from work due to injury or illness, by working in conjunction with the WHSRTWC. - Take remedial action to control identified hazards and recommend control strategies to Manager/Executive where hazard control requires resources beyond the delegated authority. - Ensure the issue, proper use and maintenance of PPE as required. - Ensure all plant, machinery and equipment is well maintained as required. - Carry out regular, well planned and thorough inspections of the workplace as required. - Ensure good housekeeping within the workplace. - Ensure safe access and egress to/from the workplace - Promotes and encourages participation in health and wellbeing initiatives. - Ensure all Contractors adhere to WBP WHS policies, procedures etc.	- Takes appropriate immediate action upon notification of a work injury or illness or a dangerous, hazardous or near miss situation. - Takes remedial action to control identified hazards. - Plant, machinery and equipment are well maintained. - Regular workplace inspections are completed.



POSITION COMPETENCY

Area	Measures
Customer Experience	I demonstrate the ability to provide high quality customer service in line with WBP Customer Experience (CX) Promise. - Honest, reliable and authentic. - People are not numbers. - Listen and act. - Go above and beyond. - Make it easy. - Communicate, communicate, communicate.
Achievement Orientation	I enjoy achieving required results for all tasks. I approach new challenges with a confident “can do” attitude. I guide my own actions and approaches to task achievement. I show pride when standards are met. I prioritise and adhere to agreed timings.
Continuous Improvement	I demonstrate the ability to identify issues and to implement opportunities for improvement by developing, implementing, and maintaining processes and systems.



POSITION SELECTION CRITERIA

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

Type	Description	Criteria
Qualifications:	- Completion of Year 12 or Certificate II, typically with at least 2 years' subsequent relevant work experience. - Driver's Licence. - Police Clearance. - Responsible Service of Alcohol. - Barista Training. - Working with Children Check.	Essential
Experience:	- Experience in a diverse customer service environment and dealing with people in a face-to-face manner. - Demonstrated leadership qualities and experience coordinating and leading teams.	Essential
Skills & Knowledge:	- Proficient in using and explaining standard procedures, policies, guidelines and legislation. - Ability to identify areas of improvement and where possible implement changes. - Ability to impart knowledge and information on products, services and policies to the Customer Experience Team and other employees as required. - Practical knowledge of WHS and food safety and their application in a variety of situations. - Ability to work positively, cooperatively and productively in a team environment including treating others with respect.	Essential
People Management	- Management skills to enable effective leadership and motivation of the Customer Experience Team. - Ability to plan tasks for self and for team so that tasks are achieved within set deadlines. - Ability to develop team objectives consistent with organisational priorities. - Knowledge of people and culture practices and policies applicable to self and team. - Ability to provide on the job training to team members.	Essential
Technical	Highly developed IT knowledge including Newbook Reservation system and Microsoft Suite.	Desirable



POSITION RESOURCES & BUDGET

No. of Staff Reporting to Position:	The Shack Customer Experience Team
Financial Delegation (\$):	\$0
Special Conditions:	▪ A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent on tasks required to be performed to meet customer requirements. Weekend and evening work is required across all 7 days. ▪ May be required to work overtime. ▪ The Senior Food & Beverage Attendant may be required to work either the West Beach Parks Holiday Park, The Retreat, Activities program and events, Golf Pro Shop, The Shack, Coffee Hub and the Food Van. ▪ The incumbent will be required to: ○ achieve performance targets that are negotiated and mutually agreed with the FBTL or CEM, and ○ complete other ad hoc tasks as delegated by the FBTL or CEM. ▪ Uniform will be provided and is to be worn whilst on duty.

POSITION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name:	
Signature:	
Date:	