

Functions Officer



Position Description

opportunity » growth » lifestyle

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| POSITION NO: | 820137 |
| DIRECTORATE: | Customer, Innovation and Arts |
| DEPARTMENT: | Arts & Culture |
| SECTION: | Hospitality |
| STATUS: | Casual |
| CLASSIFICATION: | Band 2 |
| LOCATION: | Frankston Arts Centre & As Required |
| APPROVED BY: | People & Culture |
| DATE: | February 2024 |

POSITION OBJECTIVE(S)/GOAL(S):

Provide Hospitality Support through the delivery of catering services the service of food and beverage. Venues covered by, and not limited to, are; the Civic Centre, 43B Davey Street & Frankston Arts Centre. As a member of the Hospitality Team to ensure provision of high quality hospitality & function services and a safe, welcoming environment for Council, staff, presenters and clients. To provide high quality customer focused and professional Front of House services for performances, functions and events managed by Encore Events Centre.

KEY OUTCOMES AND RESPONSIBILITIES:

1. Hospitality Services

- Assist in the delivering of catering for Functions at the Frankston Arts Centre, Council Meetings and Briefings & Arts & Culture Events as required
- Assist with catering requirements for the Function and Events within the Frankston Arts Centre, Council Chamber, Acacia & The Lounge meeting rooms, ensuring strict food hygiene practice is followed
- Ensure all food and beverage operational requirements are delivered as and when required and meet food standards
- Undertake bar service and waiting duties at Events as required
- Arrange small quantities of tables, chairs, trestles and screens of special functions as required for various & special functions
- Arrange the weekly collection of items to be laundered and the laundering of those items on a weekly basis
- Provides catering support to the Team Leader Functions as part of the catering team that also manages an onsite café.
- Undertake customer service duties at the venue, including opening front of house, greeting guests and liaising with the technical team.

2. Customer Service

- Deliver consistent quality customer service across Council – meeting requests and responding to customer enquiries within specified time frames
- Resolve customer concerns as they occur and resolve them in an professional manner
- In accordance with agreed standards ensure presentation of the venue is to the highest standards, including the clean and tidy presentation of the front of the house area.
- Provide specific help and assistance to visitors with a disability.
- Carry out other duties commensurate with skills and abilities as deemed reasonable and appropriate to the role as directed from time to time
- Assist Front of House /Usher duties as and when required.

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: **YES**

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: **YES**

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: **NO**

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

| | |
|---------------------------|---|
| Reports to: | Team Leader Functions |
| Supervises: | NIL |
| Internal contacts: | Council Staff, Mayor, Councillors, EMT and Managers |
| External contacts: | General Public and Local Members of Parliament |

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Providing well-presented and timely food and beverage and exceptional customer service to all customers
- As required support Team Leader Functions in ordering supplies for the tea/coffee stations
- Reporting any accidents, incidents or damage to catering equipment in a timely manner

The incumbent has the following delegations:

- The incumbent is accountable for adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above

The incumbent is accountable for:

- Exercising delegated authorities appropriately and in accordance with the relevant Instrument(s) of Delegation and legislation, as set out in the specific Instrument of Appointment and Authorisation, once signed by the Chief Executive Officer.
- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- The Objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within the time required to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- An understanding of the Frankston Arts, Civic Centre function spaces, front of house procedures, processes and practices.
- Demonstrated experience in front of house operations at events or performing arts venues.
- Good understanding of occupational Health and Safety and Risk Management provisions related to venue operations.
- An understanding of the function of the position within its organisational context.
- Ability to work calmly and effectively in stressful situations.

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Ability to gain co-operation and assistance from others
- Demonstrated ability to work as part of a team.

- Good customer service and communication skills.
- Good written skills to write routine correspondence if required.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Demonstrated experience in front of house operations.
- Current Responsible Service of Alcohol and Food Handling Certificates.

The following qualifications and/or experience are desirable for the position:

- Post-secondary qualifications in hospitality services (desirable).
- Current First Aid Certificate.

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:

1. Experience in front of house operations within an Events Centre or Performing Arts Venue.
2. Demonstrated experience in delivering quality customer service in events and/or hospitality venues, to meet high standard of public expectations.
3. Demonstrated ability to gain co-operation and assistance from others including colleagues, clients, community groups, industry professionals and the general public.
4. Ability to contribute to team achievement.
5. Current Responsible Service of Alcohol and Food Handling Certificates.

Desirable/Optional:

6. More than 3 years within events and hospitality.

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

| Task | Performed Frequently | Performed Sometimes | Never/Rarely Performed |
|------|--|------------------------------|-------------------------|
| | More than 2 hours in 1 shift or continually for 30 min | Less than 2 hours in 1 shift | Infrequent use/activity |

| | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|
| Keyboard duties | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Reading tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Writing tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sitting (extended periods) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Walking/Standing (Briefly) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walking/Standing (Extended) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driving Car/Utility/Tractor/Truck/Bus | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lifting/Carrying duties (Light) <10kg | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lifting/Carrying duties (Heavy) >10kg | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Pushing/Pulling tasks (Light) <10kg | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Pushing/Pulling tasks (Heavy) >10kg | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Chopping/Digging tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Bending/Kneeling requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Climbing (stairs, ladders/scaffold) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Handling grease/oils | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Exposure to dust/dirt/hazardous materials | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Exposure to chemicals and/or detergents | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Stress - Difficult customers | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Tight deadlines | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other (Please specify) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Exposure to hot/cold temperature | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: