POSITION DESCRIPTION

Position Title: Food & Beverage Attendant
Organisation Unit: Customs House
Position Number: 3030337
Type of Employment: Casual
Classification: Food & Beverage Bar Attendant Grade 2

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The award winning Customs House, located at 399 Queen Street in the central business district of Brisbane, and occupying a magnificent site overlooking the Brisbane River, is owned and operated by The University of Queensland as premier restaurant, function and cultural facility.

Facilities at Customs House include a licensed restaurant, a range of superior function rooms catering from 6 to 300 guests and an outside bar. Customs House is also the venue for UQ School of Music free concerts – Sundays at Customs House Series.

Further information about Customs House is available on the web at www.customshouse.com.au.

The University of Queensland Hospitality Staff Agreement – Customs House outlines the position classification.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

Responsibility for bar service at Customs House.

Duties

Duties and responsibilities include, but are not limited to:

- Set up of bar/ function bars
- Stock control
- Service of food and beverage
- Set up and pack down equipment and furniture for restaurant and banquets service
- Polishing of plates, glasses and cutlery
- Cleaning and tidying up of front and back of house areas
- Customer care
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the Banquets Manager.

SELECTION CRITERIA

Essential

- Current Responsible Service of Alcohol (RSA) certificate essential.
- Experience in cocktail making, barista and wine knowledge
- Experience in general hospitality service
- One year’s experience in a similar position.

Personal Qualities

- A positive attitude and customer driven focus
- High standard of personal cleanliness
- A commitment to excellence of product and service
- Team player

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au
Applications are also encouraged from women.