



## Position Description

<b>Award</b>	Port Arthur Historic Site Management Authority Award
<b>Classification</b>	General stream Band 2 - Rostered Day Worker
<b>Position Title</b>	<b>Senior Food &amp; Beverage Assistant</b>
<b>Employment Status</b>	Permanent part-time .5 FTE (minimum)
<b>Hours of work per week</b>	19 hours minimum
<b>Division</b>	Food & Beverages, Tourism Operations
<b>Position Reports to</b>	F&B Manager
<b>Location</b>	Port Arthur (Head Office) and Hobart, Tasmania Flexible work arrangements will be considered, if appropriate and possible.

*It is strongly recommended when applying for positions with the Port Arthur Historic Site Management Authority (PAHSMA) that the Position Description is read in conjunction with the Information for Applicants document.*

### Position Overview

Port Arthur Historic Site is recognised as a UNESCO World Heritage Convict Site that is also one of Tasmania's largest and most popular tourism attractions. The site attracts more than 330,000 day visitors annually, with each visitor spending an average of 3.5 hours on site. There are a variety of permanent food and beverage outlets on site that include a restaurant and two cafes. In addition, a food van operates on high visitation days in summer, there are regular group catering bookings for school and tour groups as well picnic packages. As a senior member of the F&B team, the position of Senior Food & Beverage Assistant will be required to work across all outlets and forms of F&B service.

Senior Food & Beverage Assistant will provide leadership and support to the F&B team, ensure staff deliver the highest level of customer service, and assist the F&B management team meet the goals of the unit.

As a rostered day worker (RDW) you will be required to work some of your shift in the evenings and on weekends as rostered

### Key Deliverables (Statement of Duties)

- F&B Seniors will lead by example to create a positive work environment, provide direction to staff, undertake required tasks to the highest standard, with a positive and respectful communication style
- As an experienced Food & Beverage Assistant, our seniors will assist in developing standard operating procedures, then ensuring staff are well-trained in and follow all procedures.
- As a problem solver, when on shift the Senior Food & Beverage Assistant will be the first point of contact to resolve operational issues as they arise within Food & Beverage outlets within Port Arthur Historic Site.

- The role will be required to undertake their tasks in a cooperative and professional manner, participate in regular team meetings, support a positive workplace culture, and show diligence in punctuality and attendance.

Work is performed under general direction to achieve the required outcomes. Within the scope of the role, flexibility, innovation, and initiative are expected in providing alternative solutions to operational issues and challenges.

Duties should be reviewed and updated periodically to reflect changes in the role and to align with priorities.

### **Capabilities & Attributes (Selection Criteria)**

1. Good Communication and interpersonal skills with the ability to interact with visitors and staff and provide information in a courteous and clear manner.
2. Independent decision-making and initiative regarding the planning and completion of agreed business outcomes.
3. Proven experience in using, and training staff in computerised point of sales systems.
4. Good organisational skills as well as the ability to be flexible, manage variable workloads and to prioritise work in order to meet deadlines.
5. The capacity to understand and solve problems by referring to established procedures and to make timely and accurate decisions relating to all duties.

### **Essential Requirements**

- Nil

### **Desirable Requirements**

- Certificate 3 in Tourism or Hospitality.

### **Working in our team**

Working at Port Arthur means you'll be a person our visitors remember so you'll always need to be – friendly, courteous, helpful, kind, listening, punctual, well presented and make everyone feel welcome. We are agile and bring a positive, can-do attitude and our best selves to work every day. We know that how we treat and respect our own team members is just as important as how we treat visitors. We support each other by stepping up and sharing the load. We appreciate that every job and team member is important and connected. We value diversity and inclusion, and the different perspectives people bring to our team.

### **Assessing candidates**

The position overview and deliverables, capabilities and attributes outline the key skills, knowledge, experience, behaviours and attitudes required to successfully fulfil the responsibilities, duties and expectations of the position. They also provide a measure against which candidates will be evaluated throughout the selection and appointment process and enable PAHSMA to assess the overall and comparative suitability of candidates.

## **Working at PAHSMA**

### **About Us**

[Port Arthur Historic Site Management Authority \(PAHSMA\)](#) is responsible for the conservation and development of visitor experiences at three of the eleven sites which make up the UNESCO Australian Convict Sites World Heritage Property inscribed in 2010.

The [Port Arthur Historic Sites](#) are important places of outstanding heritage value at local, state national and international level. They form part of the Australian Convict Sites World Heritage Property and are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world.

Our three sites are located in southern Tasmania

- Port Arthur Historic Site
- Coal Mines Historic Site, Saltwater River
- Cascades Female Factory, Hobart

The sites tell unique aspects of the global story of forced migration of convicts by the British Empire. They help Australians and international visitors to understand the history of Australia – from the ongoing custodianship of the Palawa people before, during and after invasion, through the colonial period and convictism to the terrible events of 1996 that occurred at Port Arthur.

Our sites are important places for our communities to talk about and understand our complex history and build a better understanding for the future. They are places of history, learning and conversation – and they belong to the people of lutruwita/Tasmania, Australia and the world.

We are known as experts in conserving our heritage and convict history – and we share this deep knowledge with visitors and the world.

Read our [2023-28 Strategic Plan](#) to find out more.

## Our Expectations

PAHSMA People must meet high standards of behaviour and conduct and align with the organisation's requirements and expectations, including but not limited to those outlined in this PD.

PAHSMA does not tolerate discrimination, harassment, sexual harassment, bullying or victimisation in the workplace or toward colleagues anywhere at any time. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

PAHSMA expects everyone to:

- understand and comply with all policies, procedures, standards and reasonable directions including in relation to the *Port Arthur Historic Site Management Authority Award*, the *Port Arthur Historic Site Management Authority Act 1987*, and our Emergency Management Plan;
- take reasonable care to protect the safety, health and welfare of self and others in the workplace including by adhering to occupational health and safety legislation and requirements including but not limited to: exercise reasonable care in the performance of duties; comply with all Work Health & Safety (WHS) policies, procedures and requirements; report and document all accidents/incidents; and, be aware of procedures in the Emergency Management Plan;
- model a high standard of ethical and respectful behaviours and attitudes consistent with PAHSMA Values and Tasmanian State Services Principles and Code of Conduct, PAHSMA policies and expected professional standards; and contribute towards a positive and result focussed workplace culture and visitor experience;
- support diversity and inclusion and uphold the principles of fair and equitable access to employment, promotion, personal development, and training;
- participate actively and constructively in performance management and professional development activities; and be agile, resilient and willing to take on new activities as needs, jobs and workplaces evolve.
- ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage.

## Our Values



### Unity

We work as one to achieve PAHSMA's Vision and Purpose



### People Matter

We acknowledge and show respect to our people – past, present and future



### Accountability

We hold ourselves, and each other, accountable for our actions and behaviours



### Passion & Pride

We are committed to being world class

*Port Arthur Historic Site Management Authority recognises the deep history and culture of lutruwita/Tasmania. We acknowledge the Palawa people, the traditional owners of the Land upon which we work. We acknowledge and pay our respects to all Aboriginal Communities – all of whom have survived invasion and dispossession and continue to maintain their identity and culture.*

<b>Endorsed by Head of People &amp; Culture</b>		<b>Approval by CEO</b>	
<b>Date:</b>		<b>Date</b>	

<b>Version Control</b>			
<b>Position Number/s</b>	<b>Date of original version</b>	<b>Version Number</b>	<b>Date of this version</b>

<b>General inquiries</b>	Email <a href="mailto:recruitment@portarthur.org.au">recruitment@portarthur.org.au</a> or visit <a href="http://portarthur.org.au">portarthur.org.au</a>
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