

## Dock Hand

### Position Description

### The Business Unit

The Food and Beverage team sits within the Operations Pillar and is responsible for the service and delivery of all food and beverage related activity in Arts Centre Melbourne including the Theatres building, Hamer Hall and Sidney Myer Music Bowl.

The Business Unit is focused on delivering exceptional customer service and innovative cuisine across all venues and function spaces in keeping with Arts Centre Melbourne standards.

### The Role

The Dock Hand will actively contribute to the performance of stock management processes that support the operations of the food and beverage department.

Key priorities include the provision of friendly reliable customer service to internal and external customers, stock management and maintaining appropriate quality and cost controls.

Hours of work: Monday – Saturday, 6am to 5pm, some Sundays, late nights, and public holidays required.

**Leads, motivates and inspires a high performing Food & Beverage team to deliver on Arts Centre Melbourne's strategic goals and functional tasks.**

Type	Casual
Reports to	Dock Officer (on a day-to-day basis)
Direct Reports	None
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 1.1
Key Relationships	<p><i>Internal:</i> List F&amp;B outlet managers, Manager Procurement Inventory &amp; Compliance, Operations Manager – Food &amp; Beverage, Food and Beverage Procurement Inventory Coordinator, Executive Chef and Kitchen team, Facilities team, Cleaners, other Arts Centre Melbourne departments that utilise the dock</p> <p><i>External:</i> List Suppliers, Contractors, and Arts Centre Melbourne Tenancies</p>
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	<p>Customer Experience Employee under the ACM Enterprise Agreement 2022</p> <p>Satisfactory completion of a National Police Check required</p> <p>You will hold valid working rights in Australia (subject to verification)</p>
Last Reviewed	August 2022

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.

- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

#### **Your qualifications and experience**

- Relevant equivalent experience

#### **Your skills and attributes**

##### **Essential**

- Experience working within a stock management environment
- Ability to prioritise workload, diagnose problems and resolve issues within set guidelines, unsupervised
- Experience in the delivery of customer service excellence
- Sound communication skills
- Moderate computer literacy in Microsoft Excel, Outlook, and Word.
- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

##### **Desirable**

- Exposure to stock management systems, preferably in a hospitality or food retail environment
- Full Victorian Drivers licence
- Ability to operate loading dock equipment including powered pallet truck / walkie-stacker, scissor lift
- Repetitive heavy lifting and movement of stock between food and beverage outlets. Some general office work with an emphasis on computer usage

#### **In the role you will**

##### **Accountabilities:**

- Assist with loading dock deliveries, processing and fulfilment of requisitions in a timely manner and to the prescribed standard
- Ensure immediate, effective and efficient customer service to internal and external customers
- Under the direction of the Dock Officer, assist Arts Centre Melbourne departments and external contractors with access to the loading dock and facilities within given guidelines
- Assist with movement of stock, counts and equipment
- Maintain security protocols and stock security
- Complete cleaning duties, check lists and ensuring presentation and cleanliness of the loading dock, stores and nominated areas are maintained at a high standard.
- Effectively communicate to team members stock availability and delivery status'
- Maintain working knowledge of and adhere to all stock management standard operating procedures
- Ensure wastage is minimised and recorded
- Reduce, and report any stock variances, suspected theft or incidents
- Ensure inventory is stored appropriately and Food Safety policies and procedures are adhered to
- Conduct basic maintenance of equipment
- Promote a safe, healthy and secure work environment, identify and report workplace hazards, risks and incidents
- Assist with safety audits and reporting as required
- Actively contribute to and support The Role You Play

##### **Decision Making**

- Whilst working closely with the Dock Officer and Store Persons, the incumbent will perform their duties within given guidelines.

##### **Working environment/physical requirements:**

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

## **You demonstrate our values**

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.
- **Equity** – fairness & justice.