



Position Description

Award	Port Arthur Historic Site Management Authority Award
Classification	General Stream Band 1
Position Title	Food & Beverage Assistant
Employment Status	Fixed Term Employment Register – Casual
Hours of work per week	Casual
Division	Tourism Operations
Position Reports to	F&B Supervisor
Location	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 Cook will be required to work across all outlets and forms of F&B service.

Deliver the highest level of customer service in the Food & Beverage business unit (Front of House) by providing food services and information about the features and facilities available at the Port Arthur Historic Sites.

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)

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.

- Provide friendly, efficient and effective customer service to PAHS visitors
- Ensure food service areas are clean and tidy
- Serve food and beverages using hygienic food handling processes
- Use Point of Sale terminal to conduct business transactions
- Provide table service of food and beverage as required
- Provide relevant and accurate information to visitors regarding activities, features and facilities available at the Port Arthur Historic Sites and the surrounding regions and to maintain that knowledge

- Promote and maintain PAHSMA's Vision, Purpose and Values in all contact with visitors and colleagues
- Actively participate in and contribute to PAHSMA's Work Health and Safety processes
- Other duties as required and directed from time to time.

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 including the ability to easily initiate contact with guests
2. Ability to work under supervision, take instruction and undertake training and assessment
3. Ability to work as part of a team and provide assistance to other team members, including the Back of House team
4. Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service
5. Understanding of, or the ability to acquire, the skills to undertake general Food and Beverage (FOH)
6. Awareness of Work Health and Safety issues

Essential Requirements

- Nil

Desirable Requirements

- Responsible Service of Alcohol (RSA) Certificate
- Certificate in Hospitality or Retail or Tourism

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. You'll also have the opportunity to undertake work across many of PAHSMA's esteemed Venues, from the visitor center café, our varied events spaces or 1830, our flagship fine dining restaurant.

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.*

Endorsed by Head of People & Culture		Approval by CEO	
Date:		Date	

Version Control			
Position Number/s	Date of original version	Version Number	Date of this version

General inquiries	Email recruitment@portarthur.org.au or visit portarthur.org.au
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