

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Food and Beverage Attendant	Department	Community Programs
Location	Brisbane City Hall	Direct/Indirect Reports	Nil
Reports to	Café Manager	Date Revised	January 2020
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 2	Job Evaluation No:	

■ Position Summary

Reporting to the Café Manager, the Food and Beverage Attendant will contribute to the successful operations of the Commix Espresso Café by performing a range of front and back of house duties to ensure the efficient and effective running of the café. The Red Cross Café is a social business initiative situated in the historic restrooms beneath Brisbane City Hall on Adelaide Street in Brisbane city centre; this venue has been associated with Red Cross as a Rest Room or Tea Room since the 1930's. It has been operating in its current form since 2013, as both a commercial café during the day and as a venue for the Night Café two nights a week. This role will form part of the team that provides a friendly and welcoming atmosphere that offers great coffee and affordable, home-style meals and snacks.

Customers will benefit from the role's ability to offer high standard in food and beverage set up and servicing and ability to deliver an experience that will exceed our customers' expectations.

■ Position Responsibilities

Key Responsibilities – Technical

To provide food and beverage services within Commix Espresso Café including, but not limited to:

- Preparation of food and beverage service and undertake general serving and cleaning duties
- Setup, service & close of Commix Espresso Café as directed
- Provision of high level of customer service and deal appropriately with complaints in line with Red Cross policy and procedures
- Proper and effective use of equipment and ensure safe working practices in accordance with Work Health and Safety regulations and other health and safety requirements
- Process payments and receipt of monies according to Red Cross Finance Policy and Procedures
- Store food and beverage service items, equipment and commodities appropriately in line with WHS standards

Key Responsibilities – General

- Provide information (when appropriate) about Red Cross activities and how community members can be part of the humanity in action movement
- Participate in debriefing sessions with colleagues where appropriate, identifying possible improvements
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations

- Adhere to the Standards of Behaviour set out in the Red Cross Child Protection Code of Conduct and Child Protection Policy and at all times engage in child safe practices
- Be aware and understand all relevant Red Cross guidelines and policies
- Any other duties as directed within the scope of job holder's skills and capabilities as outlined by the Cafe Manager

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience, knowledge and skills in delivering food and beverage services
- Compliance with relevant legislative and regulatory requirements, WHS requirements and demonstrated health and safety practices
- Ability to adhere to Events and Hospitality systems, operations and procedures
- Efficient cash handling experience including experience with float reconciliation and EFTPOS facilities
- Exceptional customer service and good interpersonal and organisational skills
- Demonstrated commitment and ability to work as part of a dynamic team
- Ability to work a flexible roster including morning or afternoon where necessary

Desirable

- Applied knowledge of the role of volunteers and how they can add value
- Ability to work independently with a capacity for swift and effective decision making under pressure

Qualifications/Licenses

- Food Handling Certificate

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters