

Position description

Greater together 

Position title:	Food and Beverage Attendant
Institute/School/Centre/ Directorate/VCO:	Commercial Services and Technology Parks
Campus:	SMB Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 2 range
Time fraction:	Part-time
Employment mode:	Fixed-term employment
Reason for fixed term:	Specific task or project
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Leonie Mounsey, Catering Operations and Functions Supervisor Telephone: (03) 5327 6633 Email: l.mounsey@federation.edu.au
Recruitment number:	JR101186

Position summary

Hospitality and Conferencing encompasses several Food Service operations across all University Campuses. These operations include Café, Retail, Residential, Function Catering and special event activities and are generally required between 7.00am and 7.00pm.

The Food and Beverage Attendant is responsible for providing food preparation and catering services to the University and its clients, at any of the University's venues and retail outlets.

Portfolio

The Commercial Services Directorate encompasses residential accommodation, hospitality and conferencing, sports and recreation facilities, children's centres, print services and several other commercial and complementary services. The Directorate delivers a wide range of services across all campuses of Federation University Australia. The focus of these services is to support customer experience as they interact with the University.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Receive, receipt and store various catering supplies delivered to the kitchen area.
2. Prepare and distribute foodstuff to the retail and function areas of the University ensuring these services are provided in a timely manner and quality standards are maintained.
3. Adhere to hygienic food and beverage handling and cleaning of food preparation areas procedures ensuring they comply with the Food Safety Act 1984 and other government regulations at all times.
4. Provide customer service in the retail section, including operation of cash registers adhering to correct register procedures.
5. Set up, clear and clean dining areas as required, including for conference catering and dining bookings. This may involve waiting on conference groups from time to time.
6. Adhere to Responsible Service of Alcohol certificate legislation.
7. Attend meetings as requested.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
10. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Food and Beverage Attendant works under the general direction of the Catering Operations and Functions Supervisor and takes day to day direction from the Food Beverage and Retail Assistant. They also work closely with the Coordinator, Food and Catering Services to deliver services.

The Food and Beverage Attendant will have or develop an understanding of the food services and associated policies, procedures, activities and functions and their interactions with other areas of the University. The position exercise judgement on the order and priority of tasks to be completed, ensuring completion within specified timelines and complying with standard practices and procedures.

Position and organisational relationships

The Food and Beverage Attendant will work under the general direction and guidance of the Catering Operations and Functions Supervisor and will work collaboratively with the Coordinator, Food and Catering Services, Food, Beverage and Retail Assistant and staff across the Commercial Directorate. The position will be required to interact with a diverse range of clients and stakeholders across the University.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - Year 12 without work experience; or
 - completion of Certificates I or II with work related experience; or
 - an equivalent combination of experience and training.
2. Level 1 Food Handling Certificate is desirable and Responsible Serving of Alcohol Certificate if serving of alcohol is required.
3. Current Victorian Drivers License will be required to drive University vehicles.
4. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

5. Demonstrated experience in handling food and cleaning commercial kitchens.
6. Demonstrated ability to work individually and as part of a team.
7. Demonstrated organisational skills and the demonstrated ability display initiative.
8. Demonstrated ability to communicate effectively with staff, students and a broad range of customers including demonstrated customer service skills.
9. Demonstrated working knowledge and application of the Child Safety Standards.
10. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.