

Food and Beverage Attendant

Corporate and Commercial Services

Burnie Arts



Position Number 1100

About Burnie Arts

The Burnie City Council's aspiration for **Burnie Arts** is that it is a vibrant centre of creativity and culture for the community of Burnie and the North-West region of Tasmania. It is a key community pillar and a hub that all our residents can connect with and where we can celebrate our diversity, our history, our achievements and foster collaboration, learning and enjoyment.

Culture and creativity represented through the arts, history, performance and stories of contemporary life, is valued in Burnie. It is part of our fabric as a means of expressing local identity, sharing ideas, innovating and bringing the community together.

About the role

The **Food and Beverage Attendant** a generalist position requiring the incumbent to be versatile and undertake a variety of tasks dependent upon skill level and physical ability to ensure the smooth operations of the Burnie Arts.

The incumbent will be required to work within a high paced and efficient team and to work within time frames to ensure deadlines are met.

The position involves the undertaking of tasks suitable to the individual which could include room set-up/pull down, food preparation and the cleaning of venues, kitchens and equipment. Depending on the incumbent, tasks may also include ushering, bar service and ticket sales.

On occasions, the incumbent may be required to work at different venues across the municipality.

When working in the kitchen or providing bar service the incumbent will be required to adhere to all regulatory requirements of commercial food service; ensuring standards and quality of service are in accordance with the Australia New Zealand Food Standards and the Liquor Licencing Act.

The incumbent will need to demonstrate excellent customer service skills ensuring that the Burnie City Council and the community's best interests are always promoted positively.

As the **Food and Beverage Attendant** you will be an approachable, constructive member of the team ensuring that Council and the best interests of the community are always promoted positively. You will have the ability to self-manage your own workload, develop strong working relationships with stakeholders, and be able to effectively balance competing priorities to deliver timely responses or outcomes, all whilst pursuing continuous improvements in safety, quality, excellence, culture and engagement for your business unit.



Approved: DD-MMM-2025

Next Review: DD-MMM-2028

Document No.: PD-CCS-BA-008 V5.0

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Role specific accountabilities

- Deliver friendly, prompt, and professional service to all patrons of Burnie Arts
- Serve meals and drinks in accordance with presentation and timing standards.
- Operate POS systems efficiently, processing payments and issuing receipts accurately
- Monitor guest satisfaction and respond to requests or complaints with a solution-focused approach
- Follow food safety, hygiene, and workplace health and safety procedures at all times
- Support colleagues and contribute to a team-oriented service environment.
- Set up and clear tables and dining areas before, during, and after service periods.
- Replenish condiments, napkins, cutlery, and other front-of-house supplies as needed.
- Report maintenance issues or stock shortages to supervisors promptly.
- Assist with setup and pack down of functions and events when required.

Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people.
- Developing partnerships, policies and practices to ensure Council operates efficiently and effectively to ensure our sustainability for the future.
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork, diversity, inclusion and shared values.
- Contributing to the achievement of Council's overall strategy and operating deliverables including *'Making a Better Burnie 2044'*.
- Taking a customer-centric focus in everything that you do, delivering positive outcomes for the Burnie community for now and future generations.

To be successful

- Desire to work in the hospitality and theatre industry
- Ability to provide a high standard of customer service
- Ability to work irregular hours outside of normal office hours, including weekends
- Desire to work in a high paced effective team environment.
- A good level of personal fitness
- Responsible Service of Alcohol (RSA) certificate.
- Barista training.
- First Aid and/or Fire Warden Training.
- Ability to achieve Working with Vulnerable People check, a National Police Clearance and verification of Qualifications.

Who you will work with

Reports to:	Front of House Coordinator
1-Up Leader:	Function & Performance Lead
Leads:	Nil direct reports

All employees are expected to assist the organisation in achieving strategic and operational objectives, by working collaboratively and inclusively with all internal and external stakeholders, effectively communicating and building trust through mutual respect and accountability

Other important information

Location: Cultural Precinct, 77-79 Wilmot Street, Burnie

Employment type: Casual

Hours: As rostered by the Leader

Employment Category: Enterprise Agreement Individual Contract

Classification: Grade 1, Levels 3 to 5 (refer to Annexure A of the Enterprise Agreement)

- Council is a child safe organisation and adheres to the Tasmanian Child and Youth Safety Standards and related legislation.
- From time-to-time, you may be provided with or use equipment that contains electronic monitoring devices.

Other employment information can be found here: <https://www.burnie.tas.gov.au/Council/Jobs>