



## POSITION DESCRIPTION

### FOOD & BEVERAGE ATTENDANT

#### POSITION DETAILS

<b>Position Title:</b>	Aquaculture Centre Food & Beverage Attendant
<b>Department/Centre:</b>	Gunditj Mirring Services Pty Ltd Trading as Budj Bim Cultural Landscape Tourism
<b>Hours:</b>	Casual or Part-time – Wednesday to Sunday
<b>Remuneration:</b>	Award Wage + superannuation
<b>Employment Type:</b>	Specified period for 12 months, with on-going employment subject to performance and funding availability
<b>Location:</b>	Budj Bim Aquaculture Centre – Lake Condah / Tae Rak, Heywood Office 4/48 Edgar Street Heywood, or any other Properties as requested.
<b>Reporting to:</b>	Food & Beverage Supervisor/ Visitor Experience Manager

#### ORGANISATION SUMMARY

The Gunditj Mirring Traditional Owners Aboriginal Corporation RNTBC (GMTOAC) was established by the Gunditjmara people in 2005 asserting our Sovereignty to continue our connection to care and protect Gunditjmara country and to progress our rights and interests in our cultural identity, social justice, native title, cultural heritage, and land justice for our Gunditjmara country.

Through GMTOAC, Gunditjmara people ensure that our cultural obligations and responsibilities which arise from Gunditjmara country and under Gunditjmara lore, custom and beliefs are upheld and recognised for the protection and benefit of our traditional lands and waters and for our respect to our Gunditjmara ancestors and for our Elders.

The UNESCO World Heritage listing of the Budj Bim Cultural Landscape in July 2019 has consolidated opportunities at GMTOAC. Alongside GMTOAC's successful and innovative programs and projects, the Budj Bim World Heritage listing elevates an already unique work experience on Gunditjmara country to global recognition and responsibilities. The Budj Bim Cultural Landscape is a unique place with universal heritage values that demonstrate how Gunditjmara people worked with the natural resources and environment of the Victorian Southwest region to establish a permanent place of human society over the past 30,000 years and beyond. With the increased exposure of this World Heritage site, it has allowed GMTOAC to greatly expand over the past two years with future growth, opportunities, and expansion to rapidly increase within the next few years.

Gunditj Mirring Services Pty Ltd was formed in 2021 as a subsidiary company under GMTOAC and trading as Budj Bim Cultural Landscape Tourism to allow commercial tourism to start as its own entity showcasing the world heritage listed sites.

This position is a Secondment from GMTOAC to GMSPL.

#### POSITION OBJECTIVE

The Budj Bim Cultural Aquaculture Centre Food & Beverage Attendants play a crucial role in providing quality service to all Budj Bim Cultural Aquaculture Centre visitors.

They will be able to demonstrate strong customer service experience in hospitality, have a genuine interest in food and beverage, and thrive on providing exceptional customer service. The successful applicant will be able to work autonomously but also works well as part of a team.

Applicants must have strong front of house skills, including barista skills. Basic kitchen skills will also be highly desirable.

The Food & Beverage attendants will also ensure they are aware of all compliance and government regulations under the *Victorian Food Act 1984*, the Australia New Zealand Food Standards Code and any other required legislation, regulations, and standards.

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## KEY RESPONSIBILITIES

### Specific:

- Assist with daily deliveries and store appropriately
- Restock food and beverage stations for daily service
- Ensure dining and seating areas are clean and ready to welcome visitors at all times
- Prepare for the food and beverage service accordingly
- Barista – coffee making
- Help with kitchen prep
- Restock and replenish table ware and condiments as required
- Restock hot and cold beverage supplies prior to service commencing
- Follow all health and safety procedures relating to food hygiene and service
- Complete end of shift and end of day procedures as directed by your Supervisor
- Assist other departments with support as required
- Report visitor feedback, complaints and operational issues to your Supervisor
- Have and maintain superior knowledge with regards to food products
- Deal with any problems that arise to maintain guests expectations at a high level
- Advise management of equipment malfunction and ensure repairs are done quickly
- Ensure standards are met to HACCP guidelines
- Ensure WHS is best practice

### Generic:

- Attend events and actively promote BBCLT and its products
- Maintain up to date product knowledge of the Aquaculture Centre, Budj Bim Cultural Landscape sites, and related activities
- Resolve visitor complaints to the visitor's satisfaction within your level of authority or escalate as needed
- Represent BBCLT in a positive and professional manner at all times
- Demonstrate your ability and willingness to work for and with team members at all times
- Maintain excellent grooming, personal hygiene and presentation standards meet the company expectations at all times. This includes a clean and tidy uniform.
- Familiarise yourself with company philosophy, values, background and history
- Maintain the privacy of all company, visitor and employee information
- Ensure that all Workplace Health and Safety requirements for the company are adhered to
- Report any workplace hazards to your Manager
- Support the company in its endeavour to provide a safe workplace and be responsible for an appropriate outcome.
- Ensure that all policies are adhered to within your department.
- Abide by reasonable instructions, company policies, regulations and common law
- Any other duties required by the General Manager or Authorised personnel

These key responsibilities and performance standards may be modified from time to time to ensure that the desired project outcomes are achieved.

### Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions.
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act.
- Not willfully or recklessly interfere with or misuse anything provided in the interest of health and safety.
- Identify risk and be able to manage and escalate issues.
- Not willfully place at risk the health and safety of any person at the workplace.
- Report all safety hazards and risk exposures, including losses to their supervisor.
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control.
- Correctly use and wear any personal protective gear/equipment at all times.

- All staff are required to actively reduce BBCLT’s exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.
- Abide by any Covid-19 requirements, restrictions, mandates, orders, legislation and guidelines.

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## KEY SELECTION CRITERIA

The key selection criteria specified below outline the capabilities required for the position.

### Specialist/Technical Expertise:

- An awareness and understanding of the impact of colonisation, and the historical and current issues affecting Gunditjmara people and country; as well as the broader Australian Aboriginal and Torres Islander community and their relationships with the broader Australian society in order to communicate effectively and sensitively with Gunditjmara people and other stakeholders.
- An understanding of GMTOAC & GMSPL, its operations, and activities.

### Knowledge and Skills

- 1-3 years’ experience in food and beverage or equivalent hospitality role
- Food Handling Certificate and a Food Safety Supervisor Qualification would be highly advantageous
- Barista qualification and experience
- An understanding of indigenous and native produce and bush foods, or previous experience in preparing or cooking native foods would be highly advantageous.
- Experience in the delivery of customer service excellence
- Experience in cash management
- Ability to work under pressure while maintaining a positive outlook and professional manner
- Flexible approach and attitude with excellent time management skills
- Good communication skills
- Hard working and reliable
- Ability to work on weekends
- Takes initiative and can deal with complex issues, schedule own work, exercise judgement and work under limited direction.
- Has the ability to support Program/project implementation and delivery
- Strong understanding of OH&S/WHS policies and procedures and actively contribute to a safe and respectful workplace.

### Conditions of Employment

- Must have a Victorian Drivers Licence.
- Ability to obtain a positive National Police and Working with Children Check.
- Be fully vaccinated for Covid -19 as per the Mandatory Vaccination Directions

GMSPL is an equal opportunity employer – If you believe you may be unable to achieve a positive check result, we have the ability to review your results and act with discretion. This allows us to employ staff only if we consider the outcome of this record will not have any negative impact to GMSPL operations or reputation, or the role the staff member is completing.

### Eligibility

- Appointments are subject to satisfactory completion of relevant screening checks.
- This is not an identified position; but Aboriginal and/or Torres Strait Islander people are encouraged to apply.

### Acknowledgement

I have read and understand the requirements of the role, responsibilities and accountabilities as outlined within this Position Description. I also accept that as part of my development and in the course of the position evolving within the business, the position description may be updated on an ad hoc basis.

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## SIGNED

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Employee’s name

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Employee’s signature

Date

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General Manager’s signature

Date