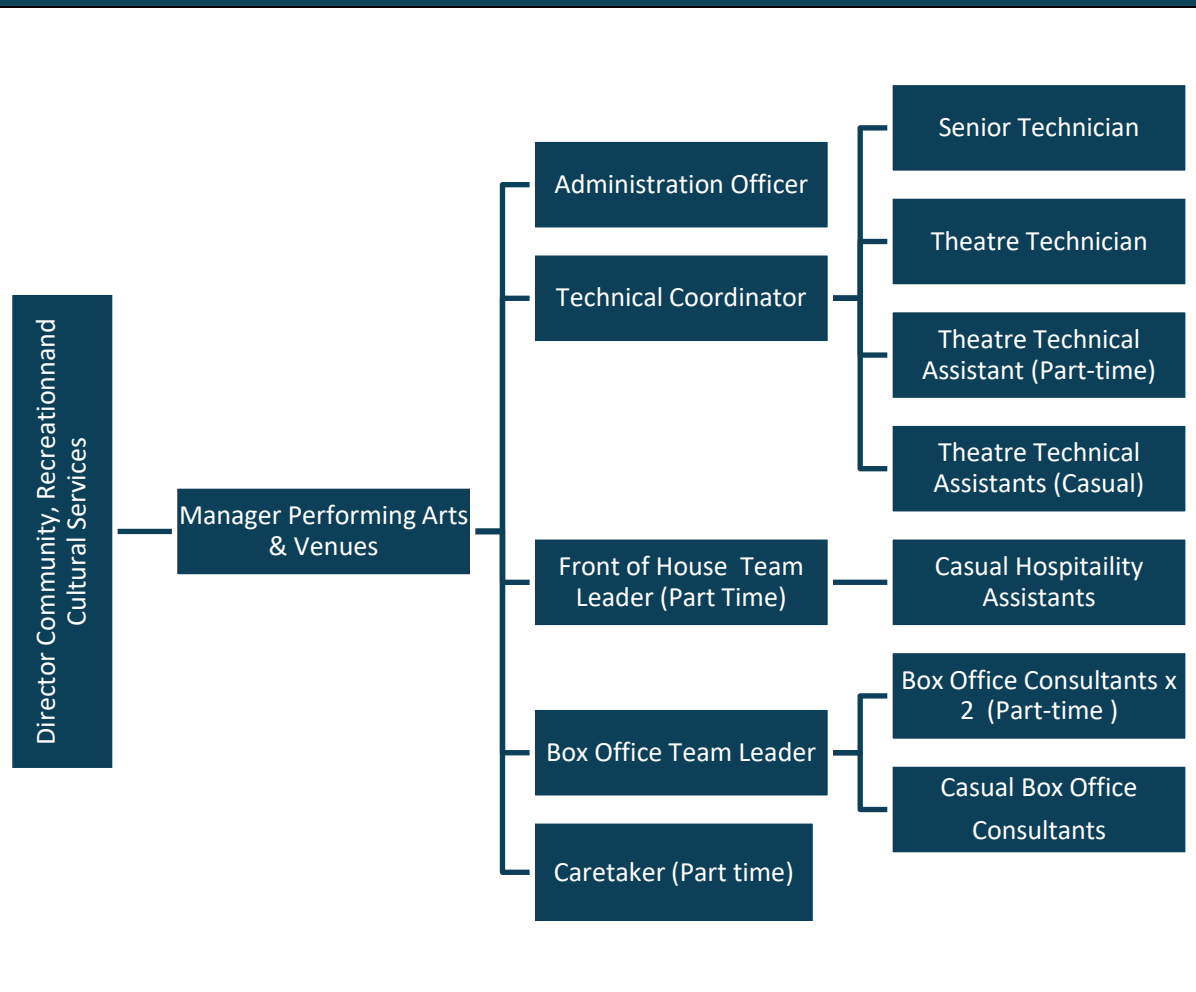


Position Title:	Hospitality Assistant
Position Number:	4153, 4186
Division:	Community Recreation and Cultural Services
Section:	Various
Grade:	1
Delegations:	Nil
Position FTE Hours:	38

Primary Purpose

- To provide exceptional hospitality services at Council events including at the Orange Function Centre, Orange Civic Theatre, Orange Regional Museum and Orange Regional Art Gallery
- To provide exceptional hospitality services at other venues and events managed by the Manager Performing Arts and Venues.

Sectional Structure



Selection Criteria

Qualifications/Licences

- Current RSA Certificate

Skills and Experience

- Previous experience in a customer service or hospitality environment
- Experience in cash handling and using an EFTPOS machine
- Good verbal communication skills including the capacity to interact with staff and the public while maintaining effective customer service
- Demonstrated ability to be flexible and work evenings and weekends
- Demonstrated ability to work and contribute as part of a team
- Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

- Provide a high level of customer service at various Council events
- Perform various customer service duties to ensure the efficient operation of events and functions
- Checking requirements and function sheets at beginning of a function shift and following the directions from the Supervisor
- Greeting guests and patrons with a friendly and professional manner
- Serving food and beverages following correct procedures and processing cash payments from patrons if required
- Setting up events including setting and arranging tables, looking after patrons needs, resetting of room and closing duties
- Perform housekeeping duties such as dusting, sweeping, mopping and general cleaning
- Presenting professionally wearing Council uniform where required and adhering to the Council Code of Conduct
- Maintain a working knowledge of all emergency procedures and relevant work health and safety legislation
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	Ownership - Foundational "Does it"
	<i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly • Speaks up when errors made

Relationships	<p>Customer Focus – Foundational “Does it” <i>Commit to delivering customer focused services in line with strategic objectives</i></p> <ul style="list-style-type: none"> Shows awareness that he/she is working for the community Shows respect, courtesy and fairness when interacting with customers and members of the community Listens and asks questions to understand customer/community needs
	<p>Team Work – Foundational “Does it” <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i></p> <ul style="list-style-type: none"> Keeps team and supervisor informed of what he/she is working on Shares knowledge and information with team members and other staff Offers to help colleagues and takes on additional tasks when workloads are high Is aware of the wellbeing of co-workers and provides support as appropriate Is open to input from people with different experiences, perspectives and beliefs
Results	<p>Deliver Results – Foundational “Does it” <i>Achieve results through efficient use of resources and a commitment to quality work</i></p> <ul style="list-style-type: none"> Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/ resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Technical	<p>Health, Safety and Environment – Foundational “Does it” <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i></p> <ul style="list-style-type: none"> Consistently displays safe working behaviour Speaks up when something is unsafe Follows health and safety policies and procedures Participates in safety discussions Implement environmental controls as applicable
	<p>Finance, Procurement and Contracts <i>Understand and apply procurement and financial processes to ensure effective purchasing and contract performance in line with legislation and policy</i></p> <ul style="list-style-type: none"> Calculates and records financial information accurately Seeks approval from manager/ supervisor for expenses and claims, as required by policies or guidelines. Checks quotes and invoices for accuracy Checks that invoiced fees and charges match goods or services delivered and/or charged

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council’s corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement

- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council’s Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council’s WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees’ key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signature of Employee	
Date	