

Position Description

Position Title: Function Staff
Type: Casual
Date: February 2023
Reporting To: Conference and Events Manager
Direct Reports: Nil

Position Objective

The Function Staff provides a high-quality level of service to guests attending functions at The Women's College under the guidance, direction and leadership of the Conference and Events Co-ordinator and the function supervisor. Specifically, this includes the service, set up and clearing of any functions.

Position requirements

The Function Staff will work under the direction of the Conference and Events Manager and will:

- Be professionally presented, punctual, organised, trustworthy and have an attention to detail.
- Be able to follow reasonable requests and direction from their supervisor, and take initiative and make decisions when required to do so.
- Demonstrate a visible and active commitment to personal well-being, compliance with workplace policies and procedures for risk identification, risk assessment and risk control.
- Uphold the Vision, Purpose and Values of the College and maintain a commitment to the College Code of Conduct at all times.
- Maintain a valid RSA.
- Adhere to the processes and procedures set out in the HR Handbook.

Competencies required

The following competencies are required for this position:

- RSA Certification (Responsible Service of Alcohol).
- Minimum six (6) months experience in the service of food and beverage.

Key responsibilities / Performance measures

- Setting up function room and the service of food and beverages for functions as instructed by the function supervisor.
- Function rooms to be presented to a high standard at all times. This includes checking prior to and after service, following the College standards and procedures.
- Assist other function staff as requested within reasonable time frames.
- All glass wear and table wear to be kept in a clean and tidy manner and be well stocked at all times.
- Work in an organised and efficient manner to optimise service to our guests.

- All functions to be set-up following instructions of Conference and Events Manager/Function Supervisor with reference to Event sheets.
- Assist in the setting, breaking down and clearing of functions.
- Service of food and drinks (alcohol if required) following the approved shift standards and directions of the shift supervisor.
- Participate in completion of end of shift procedures.
- Follow all work procedures for the shift as directed by the Events Co-ordinator /function supervisor.
- Carry out the reasonable direction of the supervising staff members.

Cleaning

- Carry out function cleaning duties within kitchen environment to a high standard fulfilling all legislative requirements for Workplace Health and Safety (WHS) as requested by the shift supervisor.
- Assist in the cleaning and polishing of function cutlery, and glassware as directed by the function supervisor.

Safety

- Follow shift procedure use appropriate mats where provided.
- Report any breakages on the appropriate report form.
- All incidents and safety breaches to be recorded and reported in the required format.
- Report any hazards and potential incidents on appropriate forms and all maintenance issues on appropriate form or to supervisor on duty.
- Treating all staff, residents and guests in a professional, friendly and respectful manner.

Key business relationships

- College residents, staff and guests
- Conference and Events Manager, Function Supervisor and other function staff
- Guests and staff with special dietary requirements
- Kitchen staff

Authority level / Budget

- Nil

Other relevant facts about the position

The Function Staff will:

- Be available when rostered to work.
- Follow any reasonable directions of supervisor when attending functions.

Acknowledgement

This position description has been designed to indicate the general nature and level of work performed by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.