



**BANKSIA  
VILLAGES**

**BROULEE**

## **POSITION DESCRIPTION**

### **Café Attendant**

#### **1. POSITION OBJECTIVES**

To deliver café operations at a standard comparable to a commercial café operation in the outside community, whilst accommodating the special and unique needs of residents in residential aged care.

#### **2. SCOPE**

This is a service role that is required to work both under the supervision of the Café Supervisor and/or without supervision.

#### **3. REPORTING**

This position reports to Café Supervisor (CS).

#### **4. DUTIES & RESPONSIBILITIES**

##### **4.1 Café Operations**

##### **Main activities**

- Provide customer service through the competent and safe serving of food and beverages
- Rotate stock and ensure appropriate forward-facing presentation of stock, menus and service areas
- Collect and wash plates, cutlery, glasses and crockery
- Wipe and reset tables after use ensuring all customer zones are functional and well-presented
- Conduct minor stock takes, ordering and re-stocking duties
- Monitor equipment and consumables for functionality and utility – report any faults or concerns
- Complete basic registers and forms
- Operate Point of Sale (POS) and handling and settlement of cash and Electronic Funds Transfer (EFT) takings

#### 4.2 Other Duties

- Other duties as requested or required from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement

### 5 KNOWLEDGE, SKILLS & ATTRIBUTES

#### 5.1 Knowledge

- Knowledge of food safety and hygiene regulations and requirements
- Knowledge of operation of POS and EFT equipment
- Knowledge of safe operation of light equipment relevant to café operations including sandwich press, microwave, dishwasher, coffee machine and grinder
- Knowledge of contemporary café operations, including preparation, method and delivery of an array of coffee, tea, cold drinks and light foods

#### 5.2 Skills

- Skills in coffee, tea, cold drink and light foods preparation and service
- Customer service and communication skills
- Cash handling and balancing skills
- Effective verbal and interpersonal skills

#### 5.2 Attributes

- Happy and pleasant nature
- Ability to remain calm under pressure
- Ability to manage time and priorities
- Empathy and understanding for the elderly
- Reliable and punctual

### 6 QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

#### 6.1 Qualifications

- Barista certification

#### 6.2 Experience

- Minimum 1 years' experience in a busy and contemporary café

#### 6.2 Other Requirements

- Police check
- Ability to lift and maneuver weights of up to 10kg up to shoulder height
- Willingness to complete all prescribed and mandatory training, induction programs and performance/competency assessments

## 7 WORKING CONDITIONS

### 7.1 Hours of Work

Shifts are between 3 and 6 hours, either 0830-1430 or 1000-1300 and are subject to change and negotiation, pending the operational requirements of the café. It is envisaged that the Café Attendant will work 3-4 shifts per week, with some weekend work required.

### 7.2 Award/Industrial Instrument

The Banksia Villages NSWNMA and HSU NSW Enterprise Agreement 2023.

| Classification            | First pay after 1/8/2026 |
|---------------------------|--------------------------|
| Catering Services Level 3 | \$29.98                  |

This is a permanent part-time or casual position (depending on Employee preference and negotiation with Employer).

Salary packaging arrangements are available for this position.

## 8 PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

### Performance Measurement

The following table lists the key areas of performance that will be assessed.

| Key Performance Area | Key Performance Indicator | Example                                                                                       |
|----------------------|---------------------------|-----------------------------------------------------------------------------------------------|
| 1. Café operations   | 1. Service                | The effective delivery of café services to residents and customers.                           |
|                      | 2. Presentation           | The effective and appropriate presentation of café facilities, menus, food and drink options. |

|                       |                                |                                                                                                                                                     |
|-----------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | 3. Hygiene                     | The effective maintenance of standards for food safety and hygiene and the cleanliness of consumables, equipment, storage, work and service spaces. |
| 2. Employee behaviour | 1. Company values and policies | Extent to which employee has conducted themselves in accordance with, and reflected, company values and position.                                   |

### **Assessment**

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only the CS, FSS or a member of management may complete a file note relating to this position.

Assessments will be conducted by relevant manager and/or supervisor. The review process will be conducted in accordance with approved policy.

### **Review Cycle**

Performance will be reviewed after an initial period of employment of 3 months, then at 12-month intervals.

### **Self-Assessment**

Self-assessment will be requested if deemed required by management.

## **9 REVIEW**

This position description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.