

POSITION DESCRIPTION

CAFÉ COOK

POSITION DETAILS

Date of Position Description	November 2024
Position Title	Café Cook
Position Grade	Grade 4
Directorate Business Unit	Community & Culture Social & Community Services
Reports to	Café Coordinator
Physical Requirements Category	Category 2- Field Role with considerable Physical Requirements
Job Location	Parramatta Aquatic Centre and other Council run food and beverage services as required (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for providing high quality café operations, including but not limited to, customer service, food and beverage preparation including coffee and maintaining a clean and hygienic kitchen.

KEY RESPONSIBILITIES

Role Specific

- Deliver customer service excellence to the community and facility users
- Food preparation in accordance with café menu ensuring high standards of quality
- Prepare and serve a variety of coffee and beverage options to customers
- Operate hotplates and assorted cooking equipment in a safe and efficient manner
- Administer food and beverage purchase transactions
- Assist with ongoing stock maintenance, rotation of frozen goods and monthly stock takes of all saleable items
- Ensure consistent high levels of cleanliness, presentation, hygiene, safety and security within the facility
- Promote teamwork and communication through collaborative work practices
- Maintain a hygienic kitchen/equipment in accordance with the statutory requirements including dishwashing
- Follow all NSW Health guidelines in relation to food preparation and handling
- Flexibility and willingness to work a 7-day rotating roster across multiple facilities

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.

- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time

KNOWLEDGE

Qualifications

- NSW Working with Children Check Clearance
- Current National Police Check Clearance
- Food Handling Certificate
- Food Service Supervisor Certificate (desirable)

Experience

- At least 2 years previous front-of house experience in a busy café/hospitality environment
- At least 2 years previous food preparation and kitchen experience
- Point-of-sale experience
- Commitment to providing excellence in customer service
- Experience working independently and within a team environment

Skills

- Well-developed teamwork skills
- Ability to prioritise work tasks and competing priorities
- Ability to work independently at times and be self-directed