

WHITEHORSE CITY COUNCIL

Position description

Job title: Function Attendant	
Classification: Band 2	Effective Date: March 2025
Reports to: Function Supervisor – The Round	Tenure: Casual

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships. We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.



WHITEHORSE CITY COUNCIL

Position description

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Function Attendant is responsible for providing excellent customer service in functions and catering services, bar and ushering support to The Round (Whitehorse Performing Arts Centre). The role will assist in with maintaining a high level of friendly, efficient and excellent customer service for all clients, guests, patrons, hirers and stakeholders, as well as the safety of all visitors to the venue.

Key Responsibilities

Catering and Hospitality Attendant

- Commitment to excellent customer service through the provision of an efficient and professional food and beverage service at The Round.
- Comply with all aspects of the Responsible Service of Alcohol and the Venue Liquor License at all times.
- Always comply with all aspects of appropriate Food Safety and Handling.
- Receive deliveries, restock shelves and fridges and ensure appropriate stock rotation and management.
- Follow all operating procedures including opening, service and close procedures.
- Maintain function, service areas and kitchens in a clean and tidy state, including washing crockery, cutlery and associated items, cleaning benches and other work surfaces, and mopping floors as required.
- Assist with general function set up/break down and cleaning.
- Assist with other functions and FOH tasks as required.

Bar/Usher

- Provide theatre ushering services in a polite and friendly manner including checking and scanning patrons' tickets to admit them into the theatre, ushering inside the theatres to assist patrons to their seats, providing additional assistance to patrons with special access requirements, acting as fire warden and assisting the supervisor in the safe evacuation of the venue if required,
- Ensuring the centre is clean and tidy at all times.
- Comply with point of sale transaction procedures and ensuring all bar transactions are recorded, and accurately finalised at the end of the shift.
- Assist with merchandise sales as requested.
- Assist in the supervision of volunteer ushers.

Safety & Emergency Management

- Assist in maintaining a safe working environment for all centre staff, users and patron and ensure any relevant OH&S requirements are met in accordance with the Occupational Health and Safety Act and Council's OH&S requirements.
- Be knowledgeable of emergency and evacuation procedures and assist with the evacuation procedure as required, during shifts act as a warden for emergencies.
- Evening and weekend work will be required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil

Staff responsibility: Nil

Decision Making:

- The position will undertake job requirements in accordance with Council policy and WPAC procedures and guidelines.
- Make decisions particularly relating to safety, security and access based on policy, procedure and guidelines.
- Accountable for complying with all aspects of the Responsible Service of Alcohol requirements and liquor licensing legislation at all times.
- Accountable for complying with all aspects of Food Safety and Handling legislation at all times.
- Ability to solve minor problems, working within established procedures, in a professional manner.
- Demonstrated adaptability and attention to detail.
- Responsible for assisting in emergency evacuation situations.

Key Relationships

- Liaise with staff and management of The Round.
- Sound verbal skills with the ability to communicate effectively with a diverse group of people including artists, hirers and customers.
- Well-developed customer service skills.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Experience in a hospitality environment.
- Experience in banquet service including three plate carry skills.
- Experience in a customer service or sales role.
- Barista skills preferable but not essential.
- Responsible Serving of Alcohol Certificate.
- Knowledge of or experience in the arts or entertainment industries.
- Accurate cash handling and numeracy skills.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Ability to work with point of sale technology.

Interpersonal

- Sound customer service and communication skills enabling clear communication between staff and visitors.
- High level of personal presentation.
- Ability to work under pressure maintaining a pleasant demeanour.

Leadership/management

- Demonstrated ability to work within a team environment under routine supervision.

Key Selection Criteria

1. Excellent customer service and communication skills enabling clear communication between staff and visitors.
2. Experience in a hospitality environment.
3. Ability to develop positive relationships with all clients and customers to ensure a high level of satisfaction is maintained.
4. Demonstrated ability to work within a team environment under routine supervision.
5. Ability to use problem solving skills to resolve issues to provide an exceptional customer experience.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	<ul style="list-style-type: none"> Commercial kitchen clean up - rolling up mats Getting supplies from lower cupboards Turning on glass chiller Theatre clean up Toilet refresh Full clean 	5mins x 4mats Up to 10 times per shift Up to 2 times per shift Intermittent over 15 minutes Intermittent over 5 minutes Occasionally – up to 60mins		
	Serving <ul style="list-style-type: none"> Across bar Table service Restocking Toilet refresh <ul style="list-style-type: none"> Washing up Cleaning, vacuuming (self-propelled duplex) Cleaning Mopping 	2 x 20 minute intervals Up to 50% of shift/20mins Up to 30mins of shift, up to 15kg 5 minutes Up to 20% of shift/2hrs Up to 25% of shift/1hr Up to 50% of shift Up to 25% of shift		
Hand/Arm Movement Tasks involve use of hand/arms	<ul style="list-style-type: none"> Table Service Restocking Room set up <ul style="list-style-type: none"> Tables Chairs Screens Mobile stages Emptying rubbish bins <ul style="list-style-type: none"> Rolling up mats Taking bin out of wheelie bin and placing in dump master 	Intermittent low load over 50% shift Intermittent low load approx. 30min Up to 100% of shift, if demand required. 5 minutes x 4 mats 8-10 times per month		
Bending/Twisting Tasks involve forward or backward bending	<ul style="list-style-type: none"> For all tasks except theatre ushering. 	Up to 100% of shift in standing intervals with walking.		

or twisting at the waist.				
Standing Tasks involve standing in an upright position	Kiosk <ul style="list-style-type: none"> • Getting stock • Restocking • Storeroom work • Plate retrieval • Stock retrieval 	Maximum of 40 times reaching above shoulder over 1 hour Max 5 % of shift Max 5 % of shift/30mins Max 5 % of shift/30mins		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	All tasks require walking	Up to 100% of shift		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	<ul style="list-style-type: none"> • Dishwasher retrieval • Table service • Restocking • Boxes of confectionary (light) • Boxes of drinks 	Up to 30 minutes Up to 50% of shift/1hr Up to 3% of shift time/30mins Up to 20kg, 30mins		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Taking bin bag (20-30kgs) from wheelie bin and placing in dump master.	8-10 times once a month		
	<ul style="list-style-type: none"> • Pushing chair trolley • Team of 2-3 people pushing mobile bar • Team of 2-3 people pushing dump master • Up and closing retractable wall panels. • Pushing screens and mirrors (cashiers) • Assisting pushing patrons on wheel chairs 	Up to 10% shift time 4 times per year Up to 2 times per week Up to 20 minutes Up to 10 minutes Occasional		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	<ul style="list-style-type: none"> • Emails, spreadsheet reconciliations 	Up to 3hrs of computer workstation duties		
Keyboard Duties Tasks involve sitting at workstation and using computer.		Required		

Satisfactory Vision Standard of vision required equal to that required for driver's license				
--	--	--	--	--

Any other relevant comments: