



Position Description

Position Title: Food and Beverage Attendant (Bar)
Reports to: Bar Manager
Classification Level: Restaurant Industry Award 2010 – Level 2
Fraction: Casual
Main purpose of role: Food and beverage service in Sir John's Bar
Works closely with: Other Sir John's bar staff
Effective Date: February 2023

I have read, understood and agree to comply with the position description

INCUMBENT _____

SIGNATURE _____ **Date** _____

APPROVED BY SUPERVISOR _____

TITLE _____

SIGNATURE _____ **Date** _____

ORGANISATIONAL CONTEXT

Monash Student Association

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 37,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

Position Summary

This position works within Sir John's Bar. The role includes general duties including:

- customer service;
- kitchen and meal preparation;
- restocking of food and beverage stock;
- drink and food service;
- clean up and table clearing.

It is under the direction of the Bar Manager.

KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
CUSTOMER SERVICE	
Assisting customers as needed or directed	In line with service standards with a high level of customer service
STOCK CONTROL	
Restocking drinks, food or other goods as needed or directed Changing over kegs, post mix or other products as required Ensuring deliveries are stored correctly Advise Bar Manager of stock requirements when required	In line with service standards, policies and procedures and completed in a safe and timely manner
FOOD SERVICE	
Preparation and presentation of meals as required ensuring all Food Safety standards are met Crockery collection and tables cleaned as required	Completed in a timely manner in line with training and Food Safety standards
Machine cleaning and minor maintenance	Completed in line with policies and procedures
DRINK SERVICE	
Serve drinks in line with service standards Glass collection and tables cleaned as required	Compliance with RSA and liquor licence regulations
Machine cleaning and minor maintenance	Completed in line with policies and procedures
GENERAL SERVICE	
Daily set up including screens, music etc. Advice Bar Manager of any maintenance issues in a timely manner Taking function reservations, delivering functions within the bar	Completed in a timely manner
COFFEE PRODUCTION	
Coffee production	Completed in line with training, including presentation
Machine cleaning and minor maintenance	In line with policies and procedures

POLICY, PROCEDURES, QUALITY AND SYSTEMS	
Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice Notify supervisor of any non-compliance within department to avoid risk of MSA operating outside legislative requirements	To be carried out in line with MSA policies and strategic plan
PEOPLE MANAGEMENT REQUIREMENTS	
Actively participate in MSA Performance Support Program Treat all workplace participants, students and customers with honesty, fairness and respect Act in a manner that is aligned with MSA's culture, values and strategic vision at all times	To be carried out in line with MSA policies and procedures
OHS REQUIREMENTS	
Conduct duties in a safe manner at all times Ensure all hazards and incidents are immediately reported Compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements	Prevention of avoidable injuries Follow OHS procedures Follow safety procedures for PPE
OTHER RESPONSIBILITIES	
Perform other appropriate duties and responsibilities as assigned by supervisor	Requested tasks are completed in a timely manner

KEY SELECTION CRITERIA

ESSENTIAL CRITERION
Excellent customer service skills
Responsible Service of Alcohol certificate
Food Safety Handling certificate
A high level of interpersonal skills; including an approachable and welcoming demeanour and the ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
Ability to work independently and collaboratively and also the ability to manage multiple tasks and meet timelines in an effective and efficient manner
Demonstrated initiative, professionalism, self-motivation, flexibility and problem-solving skills
Excellent communication skills, both written and verbal

DESIRABLE CRITERION

Barista experience highly desired

Familiarity with Point of Sale

Understanding of licensed premises including equipment and resources with emphasis on safe work practices

Knowledge and/or experience of working with not-for-profit or membership organisations, including community clubs or volunteer organisations

Knowledge and/or experience with students and/or young adults, preferably in the tertiary education environment

OTHER JOB-RELATED INFORMATION

This position is casual. It will require the position holder to work on rotating shifts and work outside of normal working hours, in particular some evenings.

This role may require working closely with elected student officers and must ensure at all times that any advice or information they provide is impartial and objective. Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (along with other MSA policies and procedures) must be followed at all times.

This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals.