

Position Description – Café Assistant

Employee Name	Vacant	Department	Lifestyle, Sport & Community
Reports to	Hospitality Team Leader	Status	Casual
Position Grade	- Grade 1 - Municipal Council of Roxby Downs Lifestyle, Sport & Community Enterprise Agreement - Local Government Tourism, Hospitality & Retail Award	Roles reporting to this title	Not Applicable
Key stakeholders	- Customers - Café Cook - Facility Supervisors - Community - Council Employee's		
Special conditions	- Available over a 14-day roster - Working With Children Check - National Police Check		

Our Aspiration, Values & Guiding Principles

OUR ASPIRATION

Australia's most highly regarded mining town.

OUR PURPOSE

To work with the community to plan, develop and create a township environment that is engaging, and enriches the lives of the community.

OUR VALUES AND PRINCIPLES

As an organisation we will:

- Act with integrity and take ownership of, and responsibility for, our decisions.
- Treat everyone with respect. We value diversity and appreciate everyone's strengths.
- Take pride in delivering value to our community.
- Engage with our community through collaboration, understanding and inclusivity.
- Strive for continuous improvement in all our operations and seek creative solutions.
- Meet the changing needs and priorities of our community and continue to build organisational and community resilience.

Position Purpose

Café Assistants play a vital role in ensuring our customers receive excellent service in a warm and friendly environment. Assisting with the daily operations of the café, including preparing drinks, serving food, maintaining cleanliness, and supporting the café team to ensure smooth and efficient service. This position works under the leadership of the Café Team Leader and will uphold the values outlined in the Strategic Plan, ensuring that the café is a welcoming space that aligns with the Council's focus on community well-being, local employment and sustainability.

This position involves:

- Preparing coffee and other beverage's
- Providing an exceptional customer service experience
- Maintaining high standards of food hygiene and cleanliness
- Serving food and drinks to customers
- Team collaboration
- Cleaning and maintenance

Required Skills

PEOPLE & LEADERSHIP COMPETENCIES	DESCRIPTOR
Effective Communication	• Strong communication and interpersonal skills. • Friendly, approachable, and able to work in a fast-paced environment. • Communicate any concerns (customer feedback, stock issues, maintenance tasks, incidents, hazards) to the Café Team Leader / Facility Supervisor in a timely manner.
Problem Solving and Decision Making	• Remain calm and adaptable during changing circumstances, such as during busy times, facility issues, or unexpected situations. • Problem solving skills and the ability to assist with the resolution of client and patron enquires and complaints. • Confidence in escalating issues/complaints/enquiries to the Team Leader or Facility Supervisor in a timely manner.
Effective Time Management	• Ability to multi-task and work as part of a team to ensure that tasks are completed in a timely manner. • Ability to work well under pressure during busy periods to ensure that tasks are still carried out efficiently and in a timely manner. • To be proficient in all aspects of Café duties.
Emotional Intelligence	• Show understanding and support toward staff and customers, creating a positive and supportive atmosphere within Roxby Link. • Maintain composure and control under stress, especially during busy periods or when managing difficult situations.
Attention to Detail	• Ensure high standard of food presentation at all times. • Follow instructions and recipe guidelines precisely.

TECHNICAL & ADMINISTRATIVE COMPETENCIES		DESCRIPTOR
Required Skills and Knowledge	• Basic math skills for handling cash transactions • Knowledge in how to use Point of Sale (POS) equipment, or a willingness to learn quickly. • Strong knowledge of food safety and hygiene practices.	
Required Experience and Qualifications	• Previous experience in a café, restaurant, or customer service role is desired, but not essential. • Barista experience is preferred. • I'm Alert Food Safety course is essential. Or willing to complete within one month of employment.	
JOB SPECIFIC REQUIREMENTS		DESCRIPTOR
Customer Service	• Provide exceptional customer service, ensuring customers have a memorable experience. • Handle customer concerns effectively and professionally. • Handle cash transactions, process payments, and provide accurate change. • Efficiently use Point-Of-Sale (POS) to process transactions quickly.	
Prepare and Serve Food and Drinks	• Prepare coffee, tea and other beverages according to recipes and customer preferences. • Serve food and drinks to customers, ensuring presentation and quality standards. • Ability to assist in the kitchen as needed.	
Stock Management	• Assist with stock management as needed. • Rotate stock efficiently.	
Cleaning and Maintenance	• Keep the café clean and organised, including cleaning tables, chairs, counters and equipment. • Maintain health and safety standards in food handling and cleanliness. • Report any maintenance issues in a timely manner. • Ensure that food safe handling guidelines are adhered to. • Ensure that rubbish/waste is removed daily as needed. • Ensure that the play café is a safe and clean space for children and parents to enjoy.	
Opening and Closing	• Opening and/or closing procedures are fully completed as needed. • Assist with functions as needed.	
Policies and compliance	• Maintain awareness and compliance with all Council Policies, Procedures and Guidelines. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.	
Records Management	• Comply with legislation in relation to records management. • Employees are responsible for accurately creating and capturing official records as per Council policy and legislative requirements.	

	Adhere to records management practices, policies and procedures for all records created and received.
TEAM RELATIONSHIPS	DESCRIPTOR
Team Engagement and Development	- Attends and contributes to team meetings and training. - Participates and engages with regular performance appraisals in line with Council policy and procedure.
Team Collaboration	- Work effectively as part of a team to meet the café's daily objectives. - Communicate any issues or requirements to the café team leader.

Required Values

CORE VALUES	DESCRIPTOR
Commitment and Loyalty	- Understand and follow Council's Aspirations, Values and Guiding Principles. - Take pride in own work. - Show up to work on time, every time. - Be reliable. - Put time and effort into daily tasks all of the time. - Be accountable when things do not go to plan.
Kindness and Humility	- Have insight into own strengths and development areas and uses this to learn and grow. - Be open minded towards different perspectives. - Acknowledge that all employees, regardless of skills or experience, contribute to the success of the Council. - Show understanding, empathy, support and recognition to others.
Diversity	- Respect and value the skills, background and insights of all colleagues. - Be able to accept different work styles, personalities, and differences in how people think and learn.
Accountability and Honesty	- Take ownership of own decisions and outcomes. - Do what you say you will. - Take responsibility for own mistakes and learn from them. - Be open to feedback, including constructive feedback and take action to address development areas. - Be upfront and forthcoming with information. - Always be honest, even when what is being said may not be popular.
Teamwork	- Work collaboratively and cohesively with others in the workplace. - Support others in the workplace.
Courage	Stand up for others, or for ideas.

	• Make a stand against discrimination or say 'no' to something that you personally do not agree with. • Call out poor behaviour in the workplace.
Knowledge and Excellence	• Openly and willingly share information so that others can do their jobs effectively. • Strive to always achieve high quality results.

Key Performance Indicators

During the initial months of employment, the employee will participate in discussions with their supervisor/manager to establish and implement Key Performance Indicators (KPIs) relevant to their role, responsibilities and the needs of Council. KPIs may be reviewed and updated as required to reflect organisational priorities and the requirements of the position.

Regular performance discussions will be undertaken throughout the employee's employment with Council to provide feedback, discuss progress against agreed KPIs, identify development opportunities and ensure ongoing alignment with the requirements and objectives of the role.

Confidentiality

Security and confidentiality are a matter of concern for all persons who have access to information systems. Each person accessing Municipal Council of Roxby Downs documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information.

Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard.

- Respect the privacy and rule governing the use of any information accessible through the information management system or network and only utilise information necessary for the performance of work duties.
- Respect the procedures established to manage the use of the information management and systems.
- Do not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available in accordance with Roxby Council Employee Code of Conduct.
- Do not access, exhibit, or divulge the contents of any records or reports except to fulfill work duties.
- Do not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or report, an inaccurate or misleading entry.
- Ensure documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it.
- Understand that all access to systems will be audited regularly.

Persons breaching this standard either during or after serving as an employee of Roxby Council, may be subject to penalties, including disciplinary action, dismissal and/or legal action.

Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. 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 job.

Employees are expected to demonstrate flexibility and may be asked to perform tasks or support other departments beyond the duties listed in this job description.

The Council will review your Position Description as required for business or operational reasons and may vary your Position Description following consultation with you. If your Position Description is updated, you and the Council will sign the amended Position Description to acknowledge its variation.

JOB DESCRIPTION AUTHORISED BY			
POSITION			
SIGNATURE		DATE	
JOB DESCRIPTION AGREED BY			
I have read the Position Description and acknowledge, understand, and accept the requirements and responsibilities of the position.			
NAME			
SIGNATURE		DATE	