



POSITION DESCRIPTION/SPECIFICATION

1. **POSITION IDENTIFICATION**

Title	Hospitality Assistant	Level	3
Business Unit	Communications and Stakeholder Relations	Position Number	00698
Directorate	Governance and Strategy	Date Established	July 2006
Reporting to	Civic Hospitality Officer	Date Updated	April 2025

2. **KEY OBJECTIVES**

- Assist the Civic Hospitality Officer with food preparation and kitchen duties.
- Prepare and participate in the set up and delivery of civic, ceremonial and other functions and events.
- Provide a high level of customer service to both internal and external customers, stakeholders and guests.
- Maintain stocks for employees in kitchens located in the City's Administration Building.

3. **KEY ACCOUNTABILITIES**

- Liaise with relevant internal stakeholders to coordinate conference room, councillor lounge and council chamber set up.
- Ensure all functions and events are delivered to a high standard, with professionalism and in accordance with established practices.
- Ensure that personal presentation, including grooming and etiquette, during functions and events is maintained to a high standard.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Assist, as required, with financial activities in accordance with the City's purchasing protocols and practices.

4. KEY ACTIVITIES

ACTIVITIES
<p>Outcome: Civic and Ceremonial Events/Functions</p> <ul style="list-style-type: none">• Project a positive, professional image of the City through the preparation and set-up of a range of civic, ceremonial and other events/functions.• Set-up venues such as Conference Rooms, Dining Room, Council Chambers and community centres for meetings, workshops, dinners and citizenship ceremonies.• Pack food and equipment and transport to other locations for set up when events/functions are off-site.• Engage with other employees leading up to, during and after events/functions.• Ensure room lay-out reflects the needs of stakeholders.• Maintain equipment including, but not limited to, linen, glassware, cutlery and crockery.• Report any issues or damage in relation to equipment to the Civic Hospitality Officer.• Serve food and beverages to stakeholders/guests.• Ensure venues are left in a clean and tidy state after the conclusion of events/functions. <p>Outcome: Employee Kitchens</p> <ul style="list-style-type: none">• Deliver and stock employee kitchens with supplies on a daily basis.• Wipe down benches.• Ensure kitchens are left in a tidy state. <p>Outcome: Customer Service</p> <ul style="list-style-type: none">• Provide a high level of customer service to internal stakeholders, guests and council.• Liaise with other employees as required ensuring a co-ordinated professional approach to all activities.• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Organisational and time management skills.
- Interpersonal and customer service skills.
- Ability to work autonomously and in a team environment.
- Demonstrated verbal communications and interpersonal skills.
- Ability to liaise efficiently and professionally with all stakeholders.

Knowledge of:

- Kitchen hygiene and food handling protocols.
- Function/event protocols and procedures.
- Table settings and serving protocols.
- Function etiquette and grooming standards.

Experience:

- Catering/hospitality.
- Waiting on tables and providing bar service.

Qualifications/Clearances:

- Current Responsible Service of Alcohol Certificate.
- Current WA 'C' Class Driver's Licence.
- Food Handler course or willingness to obtain upon appointment.

6. EXTENT OF AUTHORITY

- Work outcomes are regularly monitored.
- Freedom to act is limited by standards and procedures.
- Solutions to problems found in established procedures and instructions, assistance is readily available.
- Freedom to exercise judgement in the planning of own work.

7. WORKING RELATIONSHIPS**Level of Supervision:**

- Works under regular supervision.

Internal

- City officers.
- All other business units.

External

- Mayor and Councillors.
- Key Corporate stakeholders.
- General public.
- Politicians and government representatives.
- Community groups.
- Other local governments.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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