

POSITION DESCRIPTION



POSITION TITLE:	Conference Centre Attendant
DIVISION / DEPARTMENT:	Corporate / Property & Procurement Services
CLASSIFICATION LEVEL:	TAFE PACCT Level 1
MODE OF EMPLOYMENT:	Full Time
*LOCATION:	555 La Trobe Street, Melbourne
Date:	February 2024

GENERAL INFORMATION ABOUT THE INSTITUTE

William Angliss Institute is the Government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia's leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and globally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute's portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today's workplace.

GENERAL INFORMATION ABOUT THE DEPARTMENT

The Department provides a full range of Property and Procurement services to the Institute and includes Central Stores, Maintenance, Security, Environmental Services and the Retail Outlets. The Retail Outlets known as the Bakeshop, Café 555, Conference Centre and the Central Kitchen have a commercial focus and provide quality services to external and internal customers. The main emphasis for all the areas is on quality customer service and profitability equal to industry standards.

PRIMARY PURPOSE & OBJECTIVES OF THE POSITION

Provide support to the Conference Centre Supervisor & Conference Centre Officer to ensure the smooth running of all functions.

Assist with the arrangement of conferences via direct liaison with clients and by providing information about WAI conference facilities.

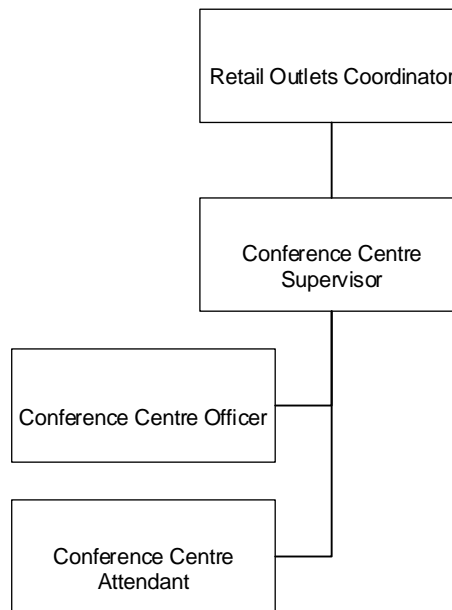
Provide a high level of customer service in the service of food and beverage, configuration of function rooms and audio/visual equipment support.

Assist with maintaining and undertaking monthly stocktakes of Conference Centre food and beverage stock.

REPORTING RELATIONSHIPS

The Conference Centre Attendant reports to the Conference Centre Supervisor. The Conference Centre Supervisor reports to the Retail Outlets Coordinator.

Conference Centre Attendant



KEY DUTIES

Service client needs throughout their functions ensuring a high standard of client service delivery. This may include day-to-day function set ups, deliveries and client requirements based on specific functions.

Assist the Supervisor to perform Conference Centre duties and achieve a high standard of customer service.

Participate in day-to-day food and beverage (F&B) service tasks based on the service requirements for function activities within the retail areas.

Assist the Central Kitchen with any preparation as required for conference functions to ensure all food is presented in a timely manner.

Ensure all drinks fridges are well stocked prior, during and after each function.

Maintain the dishes and dish wash area of the Conference Centre to ensure that all crockery, cutlery and other service equipment is washed and restocked.

Maintain a high level of hygiene and presentation throughout the retail area.

Inform the Supervisor of low stock levels for any Conference Centre products and assist in monthly stocktakes.

Liaise with central kitchen staff on daily catering requests and notify Central Kitchen staff of any special requirements or changes.

Provide support to the Retail Outlets during times when there are limited functions available in the Conference Centre.

Internal Communication

The position liaises with:

- Internal customers of the Conference Centre;
- Corporate Service Areas, Program Managers, Teaching Staff, Students;
- Central Stores
- Retail Outlets

External Communication

The position is required to communicate with existing and potential clients including the general public, industry, students, suppliers, associations and other institutes.

Notes:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance objectives/targets will be negotiated as part of the Institute's regular performance planning and review process.
- The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Child Safe Policy and Procedures, Diversity Access and Equity Policy and all other relevant legislation, policy, procedures or practices.
- Be familiar and ensure compliance with the relevant state and territory Vocational Educational and Training (VET) Government Funding Contract at all times by meeting contractual requirements of the Contract(s) and ensuring all staff are aware of their responsibilities mandated by the Contract(s). Ensure that internal and external audit recommendations that relate to the relevant VET Government Funding Contract(s) are actioned and implemented on a timely basis and reported accordingly.

In accordance with the William Angliss Institute of TAFE PACCT Staff Enterprise Agreement 2021 (PACCT EBA), the following descriptions apply for PACCT LEVEL 1 positions:

EDUCATION, TRAINING AND EXPERIENCE

Education, Training and Experience means the type and duration of training which the duties of the classification level typically require for effective performance. Training is the knowledge through formal education, on the job instruction or exposure to procedures.

Completion of Year 12 with no or limited experience, or appropriate relevant experience.

Work tasks at this level could be completed after a brief period of on the job training. Communication literacy and numeracy skills will allow an employee to understand clear written and/or verbal instructions and perform basic duties in the specified field of employment.

TASK LEVEL

Task Level means the type, complexity and responsibility of the tasks typically performed by staff within each proposed classification level

In positions at this level the tasks are straightforward, routine and repetitive. Work is performed in accordance with established procedures. Routine problems associated with the area of work may be addressed by the application of clearly defined and established methods and procedures.

JUDGEMENT AND PROBLEM SOLVING

Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed, and Problem Solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available.

Limited opportunity for the exercise of independent judgement, however tasks to be performed involve selection from an established range of techniques, systems, equipment, methods or processes. Alternative courses of action will be limited to few options where the requirements are clear.

SUPERVISION AND INDEPENDENCE

Supervision and Independence means both the way in which positions are supervised, managed or held accountable, and the degree of independence which applies in supervising or managing other staff or contractors. Independence is also the extent to which a staff member can work independently without supervision or direction.

Employees work under close supervision.

Supervisory referral and/or guidance will be readily available.

Employees are accountable for the quality, quantity and timeliness of own work.

ORGANISATIONAL RELATIONSHIP AND IMPACT

Organisational Relationship and Impact means the level of knowledge and awareness of the organisation, its structure and functions that would be expected in the performance of the duties of the position, and the purposes to which that organisational knowledge and awareness may be put.

May provide straightforward information to others both within/outside the work unit. Staff follow established operational procedures within the work area. Positions inter-relate with other work units in accordance with established procedures.

INTERPERSONAL SKILLS

Interpersonal Skills means the level of communication skills both verbal and written and the scope of the circumstances where the staff member is expected to use these skills.

Require basic skills in verbal and written communication.

KEY SELECTION CRITERIA

- Completion of trade certificate or Year 12 with no or limited experience, or appropriate relevant experience.
- Have a Victorian Responsible Service of Alcohol Certificate.
- Have a Food Handler's Certificate.
- Previous experience in the Hospitality Industry and ideally within a Conference Centre environment.
- Demonstrated ability to communicate effectively and provide high quality customer service.
- Ability to work well within a team in a busy environment.
- Demonstrated knowledge of food health and safety procedures including storage, stock rotation and cooking standards.
- Flexibility to work different hours and weekends.
- Demonstrated behaviours that align with the William Angliss Institute Values.

SPECIAL CONDITIONS

- Period of work outside normal hours may be required.
- Provision and or willingness to obtain a Working with Children Check (employee) will be required and renewal thereafter.
- Provision and or willingness to obtain a Police Check and renewal every five years thereafter will be required.

WILLIAM ANGLISS INSTITUTE STRATEGY 2024 - 2028

Our Vision:

To be Australia's recognised first choice educational provider of foods, tourism, hospitality and events skills and knowledge.

Our Mission:

To deliver the highest quality specialist skills and education to inspire and empower a diverse community of learners.

Our Business Strategy:

Our Vision and Mission drive the business strategy of the Institute. As a specialist provider unique in Australia's post-secondary education landscape differentiation is central to William Angliss Institute's business strategy.

Differentiation Includes:

- being recognised for the quality of the student experience
- being recognised for the capability of our graduates
- actively applying innovation within our programs
- being recognised for facilitating lifelong learning
- further development of transnational educational delivery through an off-shore network
- a commitment to applied research

Differentiation will support:

- growing in a manageable and profitable manner
- practising sustainable development
- celebrating our expertise
- continuing to build successfully on our heritage, our industry, our people, our community and our alumni

William Angliss Institute acknowledges the traditional owners of the land on which our campus facilities are based and through our actions seek to share and build knowledge across our staff and students with respect to First Nations culture.

Focus Areas:

William Angliss Institute's Strategic Plan 2024- 2028 has five focus areas. They are:

1. Enhancing the Student Experience
2. Fostering Education Excellence
3. Optimising International Opportunities
4. Engaging with Industry, Community and Alumni
5. Being Sustainable

Institute Values

Personal Responsibility:	accountable, responsive, with integrity, respect and impartiality and acknowledging human rights
Inspiration:	passionate, stimulating and optimistic
Empowerment:	nurturing, encouragement and challenging
Community:	sharing, partnership and connections
Expertise	Leadership, innovation and industry practice