

## HOSPITALITY SERVICES OFFICER

BRANCH/UNIT	Regional Business Group		
TEAM	Delivery Implementation and Performance North		
LOCATION	various locations across North Region		
CLASSIFICATION/GRADE/BAND	TWL2		
POSITION NO.	Various		
ANZSCO CODE	431000	PCAT CODE	TBA
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### 2. POSITION PURPOSE

The Hospitality Services Officer is responsible for providing safe, efficient and hygienic hospitality services, maintaining outstanding presentation and high quality customer service to support the effective and efficient delivery of educational programs and contribute to daily operational needs of the relevant TAFE NSW learning sites.

### 3. KEY ACCOUNTABILITIES

1. General waiting duties in a restaurant of food and/or alcoholic beverages, preparing tables and sideboards, taking customer orders, serving food and/or beverages and clearing tables.
2. Supply, dispensing or mixing of liquor, including cleaning of bar area and equipment, preparing the bar for service, taking orders and serving drinks.
3. Attend to the taking of reservations, greeting and seating guests, telephone orders and operating a cash register to deliver a friendly, accurate and professional service.
4. Correct storage of equipment/utensils and cleaning duties using specialised equipment and chemicals to maintain all food service areas in a clean and hygienic condition according to provisions under the Pure Food Act.
5. Complete tasks including receiving, storing and distributing goods, and assisting in the cellar and attending to the snack bar, buffet, meal counter, coffee shop or espresso bar.
6. Maintain high personal level of hygiene, cleanliness and tidiness and an awareness of security, work health and safety issues, and report/record same to identify potential problems and inform manager to ensure the provision of a safe work environment for staff, students and guests.
7. Prepare and/or cook a limited range of basic food items, general cleaning duties; support duties related to the delivery of educational programs.
8. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans

### 4. KEY CHALLENGES

- Maintaining up to date knowledge on and applying regulations relating to food safety and hygiene.
- Dealing with a diverse range of tasks in an environment of conflicting demands and time frames.
- Exercising judgement and initiative in determining the best way to respond to customer needs within the required time frame.

## 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Staffing Pool Coordinator or Manager Operations Hunter Valley Hotel Academy ( depending on location)	<ul style="list-style-type: none"> <li>• Receive leadership, direction and support.</li> <li>• Report on work activities as required.</li> </ul>
Other team members	<ul style="list-style-type: none"> <li>• Share information.</li> <li>• Contribute to team operational, services, activities and process improvement initiatives</li> </ul>
<b>External</b>	
Guest/customers	<ul style="list-style-type: none"> <li>• Provide a friendly and professional service.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Staffing Pool Coordinator or Manager Operations Hunter Valley Hotel Academy (depending on location)

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgement.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

1. Certificate II in relevant discipline or equivalent skills, knowledge and experience
2. Hospitality experience in a commercial environment.
3. Current Responsible Services of Alcohol Certification (Desirable)
4. Ability to address and meet focus capabilities as stated in the Position Description.





## 8. CAPABILITIES

### NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	<b>Procurement and Contract Management</b>	<b>Foundational</b>
	Project Management	Foundational

### FOCUS CAPABILITIES

The focus capabilities for the Hospitality Services Officer are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

### NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b>		
Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way.</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements.</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role.</li> <li>Speak out against misconduct, illegal and inappropriate behaviour.</li> <li>Report apparent conflicts of interest.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service.</li> <li>• Help customers understand the services that are available.</li> <li>• Take responsibility for delivering services which meet customer requirements.</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met.</li> <li>• Show respect, courtesy and fairness when interacting with customers.</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>• Complete own work tasks under guidance, within set budgets, timeframes and standards.</li> <li>• Take the initiative to progress own work.</li> <li>• Identify resources needed to complete allocated work tasks.</li> <li>• Seek clarification when unsure of work tasks.</li> </ul>
<b>Business Enablers</b> Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> <li>• Comply with basic ordering, receipting and payment processes.</li> <li>• Apply basic checking and quality control processes to activities which support procurement and contract management.</li> </ul>