

BRANCH/UNIT	Regional Business Group		
TEAM	Delivery Implementation and Performance Team		
LOCATION	Various locations across Sydney Region		
CLASSIFICATION/GRADE/BAND	Casual / TAFE Worker Level 2		
POSITION NO.	Various		
ANZSCO CODE	431000	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

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 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. Receive, record and store consumables including food/liquor orders from store/suppliers and refill stock in bar, dining room and kitchen pantry as required to ensure learning facilities are operational.
2. Maintain quality control by ensuring compliance with product expiry dates in cool rooms, freezers and dry store areas to ensure health and hygiene provisions are adhered to.
3. Basic preparation of food, including frying, heating and toasting of prepared food, serving of food and drinks in college food outlets and classes in accordance with Hazard Analysis and Critical Control Points (HACCP).
4. Ensure security of equipment and report any malfunction, loss or breakage in rostered area of duty including any areas requiring maintenance including the proper layout of furniture for functions/classes and set up as required.
5. Dispatch linen to/from laundry, or undertake laundry where this is not carried out by a contractor, and deliver linen for classes/functions.
6. Issue and maintain stock control of all uniforms and linen and repair and replenish linen stocks as required
7. Assisting as required with College wide activities and during critical/peak periods and special events such as enrolments, prize/award functions, exhibitions etc.
8. Correct storage of equipment/utensils and cleaning duties of facilities 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.
9. 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.
10. Place the customer at the centre of all decision making.
11. 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
Internal	
Staffing Pool Coordinator or Manager and/or Teacher	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Seek guidance on priorities, activities and performance standards. • Report on work activities as required. • Alert to issues arising outside of the usual procedures, contribute to and seek guidance on implementing solutions.

Broader team and other stores, class support staff	<ul style="list-style-type: none">• Share information.• Contribute to team operational, services, activities and process improvement initiatives.
External	
Guest/customers	<ul style="list-style-type: none">• Provide a friendly and professional service.

6. POSITION DIMENSIONS

Reporting Line: Staffing Pool Coordinator or Manager and/or Teacher

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: Nil

Budget/Expenditure: Nil

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).