

# Role Description

## Restaurant Supervisor



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Parliament Services/Catering
Role number	50005002
Classification/Grade/Band	Parliamentary Officer (Catering)
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2021
Agency Website	<a href="http://www.parliament.nsw.gov.au">www.parliament.nsw.gov.au</a>

### Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

## Primary purpose of the role

Supervise and coordinate the provision of food beverage services to various dining areas and functions to ensure a high standard of customer service is provided to members, staff and guests, while maximising profitability.

## Key accountabilities

- Supervise the day-to-day operation of dining rooms during service periods to ensure high standards of customer service.
- Lead and coordinate Food Beverage Attendants and be pro-active in controlling staffing costs while maintaining standards.
- Prepare daily table plans and ensure tables are set to optimise the use of available resources and floor space.
- Induct all new Food Beverage Attendants, to ensure they comply with parliamentary standards and industry regulations.
- Provide on-the-job training to staff in appropriate service methods/standards and protocols, particularly when dealing with members and V.I.P.'s.
- Prepare schedules, monitor and supervise weekly cleaning and maintenance activities.
- Monitor the timely delivery, quality and presentation of all food and beverages to meet customer requirements.
- Greet customers and arrange appropriate seating arrangements in the dining rooms.
- Ensure high standards of personal grooming and that Food Beverage Attendants also adhere to these standards.
- Be proactive in controlling labour costs and being fully aware of forecasted business and target profitability whilst maintaining standards.
- Develop a team of staff who consider themselves as part of the Parliament House team and are able to sell the facilities for special promotions.
- Consistently deliver a product and service to meet the quality standards and expectations of our guests.
- Comply with codes and policies concerning equal employment opportunity, cultural diversity and ethical conduct.
- Implement and monitor the occupational health, safety and injury management policies, procedures and programs in the work area to achieve and maintain occupational health and safety standards.
- Monitor and maintain relevant stocks with regard to daily and weekly requirements.
- Respond to telephone bookings and answer inquiries from members, guests, staff and other external customers. This includes customer follow up to confirm bookings made prior to dining date.
- Attend monthly Catering meetings regarding forward planning to ensure maximum customer retention and engagement.

## Key challenges

- Meeting customer requirements and expectations; maintaining staff morale; performance management or managing a conflict that may arise from customer dissatisfaction.
- Determine staffing requirements, particularly for functions, and liaise with the Operations Manager to engage suitable casual Food Beverage Attendants.
- Setting customer service standards for the team and providing on-the-job training to staff.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> <li>• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required</li> <li>• Provide support to achieve operational priorities, exchange information and contribute to decision-making</li> <li>• Escalate discuss issues and propose solutions</li> </ul>
Work Team / Direct and Indirect Reports	<ul style="list-style-type: none"> <li>• Provide guidance and professional support, exchange information Determine work priorities and oversee progress to facilitate their ongoing professional development</li> <li>• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality</li> <li>• Provide an escalation point for issues or complex decision-making</li> </ul>
Division / Branch Leadership Team	<ul style="list-style-type: none"> <li>• Collaborate and build effective relationships to ensure the optimisation of project milestones</li> <li>• Respond to requests for information or assistance and escalate sensitive issues</li> <li>• Attend Catering Department meetings to achieve operational targets</li> </ul>
<b>External</b>	
Vendors/Service Providers/ Corporate Clients	<ul style="list-style-type: none"> <li>• Communicate needs, facilitate business transactions and resolve issues</li> <li>• Manage and monitor the provision of service to ensure compliance with contract and service agreements</li> <li>• Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather and exchange relevant information</li> <li>• Resolve and provide solutions to issues</li> </ul>

## Role dimensions

### Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

The role is accountable for the delivery of assigned work and determining day to day priorities and actions to be undertaken, including establishing operational priorities in consultation with the Manager.

### Reporting line

The role accounts and reports to the relevant reporting line manager - Operations Manager Catering.

### Direct reports

Number of staff reporting directly: 10

1 x Food & Beverage Attendant

1 x Food & Beverage Casual Attendant

8 x Food & Beverage Attendants (Agency Staff)

## Budget/Expenditure

As per the approved DPS Financial Delegations.

## Key knowledge and experience

- Extensive experience in all aspects of dining room service, including presentation, bookings, table plans, cash handling, and POS/EFTPOS operation.
- Proven experience in supervising, motivating, monitoring and training small teams.
- Demonstrated initiative and ability to work with minimal supervision
- Knowledge of bar operations.

## Essential requirements

- Possession of a current Responsible Service of Alcohol (RSA) certificate.
- Sound knowledge of Hazard Analysis Critical Control Point (HACCP)

## Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

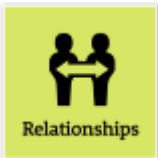


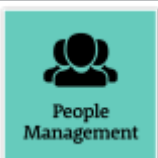
## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate
	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> <li>Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending</li> <li>Consider financial implications and value for money in making recommendations and decisions</li> <li>Understand how financial decisions impact the overall financial position</li> <li>Understand and act on financial audit, reporting and compliance obligations</li> <li>Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these</li> </ul>	Intermediate
	<b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> <li>Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> </ul>	Adept

## FOCUS CAPABILITIES


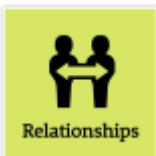
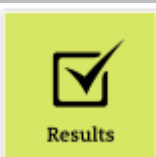
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>Develop work plans that consider capability, strengths and opportunities for development</li> <li>Be aware of the influences of bias when managing team members</li> <li>Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li> <li>Monitor and report on team performance in line with established performance development frameworks</li> </ul>	

## Complementary capabilities



*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational