

CAFÉ & RETAIL OFFICER YITPI YARTAPUULTIKU

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community <i>A City where people have the opportunity to connect and flourish</i>	Prosperous Economy <i>A City with a thriving economy that enriches its local community</i>	Clean And Green City <i>A City that values its natural environment</i>	Places For People <i>An accessible City where people love to be</i>
--	--	--	---

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
--	--	--

POSITION DESCRIPTION



The position is:

Position Title	Café & Retail Officer – Yitpi Yartapuultiku		
Department & Section	Community Development, Yitpi Yartapuultiku		
Team	Yitpi Yartapuultiku Operations		
Reporting to	Café Coordinator - Yitpi Yartapuultiku		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 1		
Position Number	(New)	Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

This position supports the day-to-day operations of Yitpi Yartapuultiku, ensuring the Centre is welcoming, culturally respectful, safe and well presented for community members, Elders, visitors and program participants.

Through the delivery of friendly, high-quality customer service, including café and retail services, the role enhances public amenity and enriches visitor experiences. By supporting meaningful cultural, community and learning experiences, the position fosters positive engagement, participation and connection with Yitpi Yartapuultiku.

What does the position do?

- Deliver welcoming, inclusive and culturally safe customer service to all visitors.
- Prepare and serve café food and beverages in line with café standards and procedures.
- Operate POS systems, including accurate cash handling.
- Comply with food safety, hygiene and allergen management requirements at all times.
- Maintain a clean, well-presented café, retail and front-of-house environment.
- Provide general visitor support, including greetings, enquiries and wayfinding.
- Support daily operations, including opening and closing, venue set-up and pack-down.
- Assist with exhibitions, programs and events, including customer support and visitor flow.
- Identify and report hazards, incidents and maintenance issues in line with WHS procedures.
- Work collaboratively with colleagues during peak periods and community activities.
- Participate in training, team meetings and continuous improvement initiatives.
- Undertake out-of-hours work (evenings and weekends) as required.
- Perform other reasonable duties consistent with the role.

What outcomes does the position deliver?

- A welcoming, inclusive and culturally safe environment that strengthens community connection, participation and sense of belonging.
- Café and retail services that operate efficiently and consistently in accordance with established procedures, quality standards, and service expectations.
- Food and beverage services that meets all food safety, hygiene and allergen management requirements, ensuring public health, safety and regulatory compliance.
- Accurate and timely processing of POS transactions and cash handling in accordance with established procedures.

The behaviours we expect the position to contribute to our workplace are:

- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct

POSITION DESCRIPTION



- Interacts with visitors and colleagues in a culturally sensitive and respectful manner, adapting communication styles as appropriate to support inclusivity and cultural safety.
- Friendly, polite and professional at all times when serving customers, including during busy periods.
- Follow directions to stay organised and complete tasks on time.

Qualifications for the position

- A current senior first aid certificate or willingness to undertake upon commencement (essential).
- Food Safety certification (e.g. Food Safety and/or equivalent food handling training) – essential or to be obtained within an agreed timeframe.
- Current Responsible Service of Alcohol (RSA) certificate (if alcohol is served) is desirable.

Other Requirements

The role involves prolonged periods of standing and walking, occasional lifting, bending, and other physical tasks associated with café, retail and venue operations.

Experience

- Experience helping customers in a retail, café or customer-service setting (desirable).
- Experience using a cash register or POS system, with basic coffee-making skills (desirable).

Knowledge

- Knowledge of food safety principles, allergen management and safe food handling practices relevant to café and commercial kitchen environments.
- Knowledge of and ability to work respectfully within a First Nations cultural environment, demonstrating cultural safety adherence to cultural protocols.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.