

Position description

Café Attendant



Position summary

Position title (ID)	Café Attendant		
Career level	Administrator/officer	Position category	Part-time/Ongoing
Business unit	Shared Services	Location	Port Melbourne
Reporting to	Venue Manager	Direct reports	Nil
General description	The Café Attendant plays a key role in delivering high-quality customer service across Caps Café. The role is responsible for barista service, food preparation, café operations, and maintaining excellent presentation and hygiene standards. The incumbent will work collaboratively with the broader hospitality team to uphold LSV's high standards of service, safety and customer experience.		
Governing councils	Nil		

Who we are

Overview of LSV:	Save lives and empower communities to safely enjoy water This purpose statement reflects our commitment to making a difference in people's lives while fostering the safe and enjoyable use of water resources. It is linked to and consistent with the proud traditions and programs of our founding organisations, the Royal Life Saving Society – Australia and Surf Life Saving Australia. We want every person associated with our organisation to connect with this purpose statement and inspire our volunteers, members, colleagues, and staff to continue our vital work, fuelling our passion and dedication towards our collective goals. Together, we will make a meaningful difference in the lives of individuals and communities.
Our values	At LSV, our core values help us make decisions and guide how we treat volunteers, our community, and each other. They are the standard by which we and others will judge LSV's actions. • People – we put PEOPLE at the centre of everything we do • Courage – we have the COURAGE to act • Community – we are a united COMMUNITY • Respect – We are TRUSTED in our water safety programs and practices • Trust – We RESPECT our organisation, environments and communities.

Position description

Café Attendant



Safeguarding children	It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.
Risk and safety	We always take a risk-based approach, ensuring we are informed in our decision making. The safety of our staff, volunteers, and the community is at the forefront of our decisions and activities.

Key responsibilities

- Complete daily opening and closing procedures, including equipment set-up and shut-down, food and ingredient preparation, cleaning and sanitising surfaces, end-of-day sales reconciliation and securing the premises.
- Prepare and serve a range of high-quality food and beverages, including espresso coffee, sandwiches, pastries and salads.
- Deliver friendly, professional customer service, including taking orders, answering enquiries and processing transactions accurately via POS, cash and EFTPOS.
- Maintain clean, hygienic and safe café and service areas, following food safety, workplace safety and sanitation standards at all times.
- Assist with stock management, including monitoring levels, rotating stock, receiving deliveries and supporting ordering to ensure adequate supply and minimise waste.
- Work collaboratively with team members to ensure smooth workflow, effective communication and consistent service.
- Participate in training and development as required and follow all organisational policies and procedures.

Liaison and key relationships

Internal	• LSV staff • LSV volunteers • LSV community organisations	External	• Café Customers • Suppliers
-----------------	--	-----------------	--

Position description

Café Attendant



Experience and qualifications

Essential experience and qualifications	To be successful in this role you must have: • Proven barista experience and ability to prepare coffee independently • Experience in a café or food service environment • Strong customer service and communication skills • Ability to work efficiently in a fast paced environment • Good understanding of food safety, hygiene and café operations • Positive, team focused attitude • Valid VIC Employee Working with Children Check (WWCC) or willingness to obtain
Desirable experience and qualifications	Whilst not essential, the following will also help you be successful in this role: • SITHFAB021 Provide responsible service of alcohol (RSA) • Food Safety or Food Handling Certificate

Coordinator/specialist officer capabilities

The LSV capability framework describes the capabilities, expressed as behaviours and skills, which set out clear expectations about performance at LSV. Core capabilities describe the behaviours and skills fundamental to delivering LSV's mission and vision and supporting capabilities describe behaviours and skills that enable this success. Below are the capabilities required for this position.

Core capabilities

Knowing our sectors	Demonstrates understanding of the drivers of LSV's short- term objectives as well as some understanding of broader long-term objectives. Commits to upholding individual responsibilities to support these objectives.
Driving results	Delivers outputs as instructed, providing and requesting input when required to support colleagues and stakeholders in a way that is timely, reliable and effective.
Focusing on stakeholders	Demonstrates basic understanding of stakeholder needs and roles and maintains an awareness of these during day-to-day activities, actioning where relevant.
Managing risk and compliance	Understands the compliance requirements and risks relevant to the role. Considers the consequences of individual actions and possible impact on LSV's mission, vision and operating models and seeks advice when unsure.
Leading people	I seek opportunities to develop new skills and apply these to perform my own role successfully. Understands and demonstrates LSV's values.

Position description

Café Attendant



Supporting capabilities

Innovation	Shows willingness to test new ideas and approaches in own work. Supports innovation initiatives as instructed.
Agility	Flexibly adapts to accommodate changing requests from their leader, identifies if a change in priority is required and reacts accordingly. Is open to new methods, ideas or approaches.
Collaboration	Works as a cooperative team-member to produce optimal results. Provides input when required to support accurate and effective working.
Communication	Explains facts, practices, policies, etc., to others within the scope of their role. Produces work in a manner that is clear, easy to understand and culturally appropriate. Uses vocabulary that is appropriate to the audience. Demonstrates active listening. Ability to professionally present information to stakeholders.
Being your best	Remains calm and positive in challenging situations. Perseveres when problems arise. Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives, values and beliefs. Understands the link between health, wellbeing and personal effectiveness. Shares and participates in healthy habits; social, exercise, betterment.