Position Description

Hospitality and Catering Officer

Applications Close:
5:00pm on Tuesday 8th December, 2026

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Position Title

Hospitality and Catering Officer

Position Number

WSC0045

Department

Waltzing Matilda Centre

Classification

Queensland Local Government Industry (Stream B) Award 2017 and Winton Shire Council Enterprise Bargain Agreement 2023 as varied.

Classification level dependent upon experience.

Terms of Employment

Casual

Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:
The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:
The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:
The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:
Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:
Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

Good Governance:
This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:
Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Hospitality and Catering Supervisor

Supervision of:

None

Internal Liaisons - Waltzing Matilda Centre Staff, Management, Council Staff and Council Departments as required.

External liaisons - Customers, Event organisers and coordinators, Tour operators and clients, and event guests.

Position objectives

The purpose and function of these positions are to:

- Ensure reliable and smooth service from the Tuckerbox Café.
- High level customer service.
- High quality food and beverage provision.
- Maintain high standards of hygiene.
- Maintain food safety standards.

Organisational commitment

Corporate
All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information
All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement
All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety
All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28. Workers and any other person includes Council employees as well as contractors, sub-contractions, labour hire workers, trainees, apprentices, work experience students, volunteers and visitors. Workers and any "Other Person" who enters Council workplace must apply the WHS Duty of reasonable care.

- Taking reasonable care for his or her own health and safety
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons

- Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by an authorised officer of Council to allow the person to comply with a WHS requirement
- Cooperating with any reasonable policy or procedure of Council relating to health or safety at the workplace

Worker Responsibilities include:

- Attending and participating in pre-start meetings as required, to identify any potential WHS issues and implementing control options to eliminate or minimise any risks before commencing work.
- Inspecting plant and equipment before using it to ensure that it is safe for use.
- Reporting any defective or damaged plant, tools and equipment to the Supervisor as required.
- Taking personal responsibility for the safety of themselves and others that may be affected by work conducted by themselves as a worker of Council.
- Complying with any Policies or Procedures and complying with any work directions and/or instructions that are provided.
- Monitoring and assessing WHS hazards and risks while conducting any work, and reporting any issues to the relevant supervisor as required.
- Consulting with the supervisor and WHS Safety Representative for their designated work group on any safety issues as required.
- Monitoring the safety conduct if co-workers including Contractors and reporting any concerns immediately to the contractor or the Supervisor.
- Stopping work and notifying the Supervisor if there is imminent risk of injury.

Qualifications/Licences/Tickets required

Mandatory

- **Food Safety Training**
  Basic understanding of food hygiene and safe food handling (e.g. *Food Safety Basics* or equivalent).
  (Training can be completed after commencement if not already held)

Desirable

- Previous Hospitality or Catering Experience
  Experience in:
  - Front-of-house service
  - Food preparation or kitchen assistance
  - Event or function catering

Additional requirements and working conditions

The following requirements and working conditions will be necessary in this role:

- Must have a Working with Children Blue Card or have an ability to acquire same.
- Willingness to learn and train in a hospitality environment.
- Willingness to be available for weekend and school holiday shifts.
- The Council Employee Code of Conduct applies to this position.
- Out of hours work during events (i.e. community festivals, ceremonies, and other public celebrations)

Statement of key responsibilities and duties

The following key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. The key responsibilities of the position are:

- Provide excellent customer service.
- Operating the point-of-sale system to handle payment from customers.
- Undertake balancing of till.
- Stock control and re-stocking.
- Assisting with always maintaining a clean facility.
- Packing up Café, cleaning down equipment, sanitizing surfaces.
- Food preparation as required.
- Learn coffee machine operations.
- Service provision for catering/events (tour busses, gallery openings, catering for events)

Key selection criteria

The applicant's suitability for this role will be assessed against the following competencies:

Selection Criteria 1.
Communication and Customer Interaction
Willingness to Learn and Enthusiasm
A positive attitude towards learning new hospitality skills, with a willingness to undertake training and develop knowledge in food service, safety, and customer service.

Selection Criteria 2.

Customer Service and Assistance
Experience serving customers or assisting others in a service environment, with the ability to provide timely, courteous and helpful service.

Selection Criteria 3.

Hospitality Service Experience and Flexibility
Willingness and ability to work across all areas of hospitality services, including front-of-house duties and basic kitchen or food preparation tasks. Please outline any relevant experience in these areas.

Selection Criteria 4.

Teamwork and Collaboration
Demonstrated ability to work effectively as part of a team, supporting colleagues, following instructions, and contributing to a positive and cooperative work environment.

Selection Criteria

5 Willingness to Learn and Enthusiasm
A positive attitude towards learning new hospitality skills, with a willingness to undertake training and develop knowledge in food service, safety, and customer service.

Other relevant information

- The selected applicant will be subject to a criminal history check – undertaken and paid for by Council.
- The selected applicant will be required to undertake a pre-medical assessment to prove that they are medically fit to carry out the duties and responsibilities of the position with Council covering the cost.
- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I, _____

accept the position of **Hospitality and Catering Officer** with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature: _____ **Date** _____

Recruitment process

Candidates should lodge their applications in accordance with the directions outlined in **"How to Apply for the Position" below.**

How to apply for the position

We invite you to lodge a formal application which MUST include a:

- **Resume,**
- **Cover letter, and**

Completed applications are to be forwarded to: jobs@winton.qld.gov.au

Shortlisting and interviews

The Shortlisting of all applicants will be undertaken by a Selection Panel within five (5) working days after receipt of a completed suitable application. Interviews may be conducted face to face, or via video-conferencing or tele-conferencing, depending on the location of candidates and the technology available at the time.

Further information

For further information in relation to this position please contact Winton Shire Council, on 07 4657 2666.