

POSITION DESCRIPTION

JOB TITLE	Food & Beverage Attendant
BUSINESS UNIT	UNE Life Food & Beverage outlets
REPORTING TO	Café Manager
LOCATION	Armidale
CLASSIFICATION	Hospitality Industry General Award 2020
DATE	November 2025
JOB CODE	CL03

PURPOSE OF THE POSITION

With a focus on service excellence, the Food & Beverage Attendants works to satisfy the needs and wants of our customers through great customer service, product knowledge and venue presentation.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.

- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Provide exceptional customer service at all times, that is both friendly and efficient, in a fast paced environment.
2. The role includes the duties of a barista, cashier, bar service, floor, wait and event service, food & drink attendant duties, and assist the kitchen with preparation, as required.
3. Accurate use of POS systems, including open and close of premises.
4. Maintain Food Safety and Hygiene regulations.
5. Implement and adhere to responsible serving of alcohol rules and considerations.
6. Maintain UNE Life Pty Ltd harm minimisation and smoking policies.
7. Perform event setup and pack down as directed, in a timely and efficient manner, whilst maintaining the integrity of all equipment.
8. Maintain a neat and tidy appearance, be punctual with a positive attitude and good hygiene.
9. Adhere to procedures and policies in place for FOH operations.
10. Ensure compliance with all WHS, food safety, insurance, risk management, and legal requirements for FOH operations.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

Direct Reports:

- Nil



External Stakeholders

- UNE staff
- UNE students
- Wider community

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Experience in working in a fast-paced hospitality environment.
2. Proven commitment to delivering excellent customer service.
3. Willingness to be part of an enthusiastic and motivated team within a diverse workforce.
4. Demonstrated ability to be flexible and work proactively and cooperatively in a team environment.
5. Demonstrated ability to effectively prioritise tasks and work within set timeframes.
6. Demonstrated awareness of Safe Food Handling processes and Responsible Service of Alcohol policies.
7. A dynamic and motivated individual with an outgoing personality, positive can-do attitude, loads of initiative and willingness to learn.

SPECIAL REQUIREMENTS

1. Responsible Service of Alcohol – maintain a current competency card.
2. Maintain a current Food Safety & Hygiene Training Certificate.
3. Current driving license and the ability to travel between sites as required.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.



EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

