



Position Description

Job Title:	Barista
Department:	TBC
Reports to:	TBC
Location:	UNSW Campus Kensington
Date Revised:	March 2023

POSITION SUMMARY

Arc @ UNSW is building its roster of Food & Beverage attendants, as part of the Village Green Home Ground Team. As Barista you will be responsible for making and delivering specialty coffee and other beverages to a high-quality standard as well as assisting with other Front of House roles when required. This role requires a high-level of customer service as a member of the front-of-house staff.

Home Ground will primarily operate weekdays <7am-5pm>, however this position may involve ad hoc evenings and weekend work based on bookings at the Village Green Precinct. Some flexibility will be required.

\$29.15/hour

10-20 hours per week.

KEY TASKS & ACCOUNTABILITIES

The main duties of this position include;

- Being the welcoming face of the venue for front of house services.
- Preparing and serving specialty coffee and other beverages as per our menu
- Demonstrating extensive knowledge of the coffee options available as well as other hot and cold beverages provided
- Effective and efficient use, maintenance and cleaning of all coffee equipment including but not limited to coffee grinder, coffee machine and puck press.
- Stay customer focused and nurture an excellent customer experience.
- Assessing and responding to customers' needs and preferences, making appropriate recommendations

- Serving in compliance with food safety regulations and guidelines.
- Be punctual and able to observe regular and consistent attendance.
- Maintaining COVID cleaning compliance & restriction guidelines.
- Always maintaining an efficient work area, ensuring all work spaces are clean and all inventory is restocked.
- Complying with Arc WHS & Injury Management policy and procedures to actively participate in the achievement of a safe working culture
- Actively engaging in fair and equitable workplace practices and behaviour to ensure discrimination free workplace in accordance with legislative requirements
- Maintaining an awareness of Arc's environmental policies and procedures minimising the impact of Arc's business on the environment.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

- Barista experience.
- Previous experience in a similar food & beverage service-related role.
- Strong customer service background.
- Excellent communication skills.
- Can demonstrate initiative and work independently
- Friendly, confident, and helpful personality
- Excellent team player with good problem-solving skills
- Passionate about coffee.
- Can successfully deliver key brand messages with enthusiasm and confidence.
- Consistent availability
- A comprehensive understanding of regulatory compliance across food and WHS, along with the ability to apply these principles in the workplace.

DESIRABLE CRITERIA

- RSA (Responsible Service of Alcohol)
- First Aid Certificate.

POSITION RELATIONSHIPS

REPORTING RELATIONSHIPS

Manager

- <Reports to>

KEY RELATIONSHIPS

Internal

- Arc Staff & Volunteers

External

- UNSW students/staff
- External Patrons

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.