



POSITION DESCRIPTION

Title	Food and Beverage Barista – Café & Gelato Bar
Position Classification:	Local Government (State) Award: Band 1 to Level 3
Salary Range:	Grade 9 to Grade 15
Status:	Casual
Position reviewed on:	31 March 2026
Position reviewed by:	Coordinator Administration and Customer Service
Division:	Open Space and Infrastructure Services
Department:	North Sydney Olympic Pool (NSOP)
Section:	Administration and Customer Service
Reports to:	F&B Supervisor
Special Conditions	• Weekend, public holiday and early morning work required. • Outdoor working environment within an aquatic facility. • Compliance with NSW Food Safety and Workplace Health and Safety requirements. • Seasonal peak trading periods may require flexible rostering.

1. PURPOSE OF THE POSITION

The Food and Beverage Barista (Casual) is responsible for preparing and serving high quality coffee and beverages while delivering excellent customer service within the Café and Gelato Bar at North Sydney Olympic Pool.

2. KEY OPERATIONAL RESPONSIBILITIES

2.1 Coffee Preparation

- Prepare espresso-based beverages including coffee, hot chocolate and specialty drinks to required standards
- Dose, grind and tamp coffee correctly
- Monitor extraction times and adjust grind settings throughout service
- Steam milk to correct temperature and texture for different beverages
- Prepare alternative milk options (e.g. skim, soy, almond, oat)
- Ensure consistency in beverage quality and presentation
- Prepare iced beverages, frappes and cold drinks as required

2.2 Smoothies & Cold Beverage Preparation

- Prepare smoothies, milkshakes and blended beverages to recipe specification
- Measure and portion ingredients including fruit, syrups, powders and dairy/non-dairy liquids
- Operate blenders and other beverage equipment safely and efficiently
- Ensure consistency in taste, texture and presentation of all cold beverages
- Prepare iced drinks and specialty cold beverages as required

2.3 Juice Preparation

- Prepare fresh juices using juicing equipment where applicable
- Wash, cut and prepare fruit and vegetables for juicing
- Ensure correct portioning and minimise waste during preparation
- Maintain freshness and quality of juice ingredients throughout service

2.4 Opening Duties (Coffee Machine)

- Turn on coffee machines, grinders and warm up equipment
- Calibrate grinder and test coffee quality prior to service
- Set up milk, cups, lids, syrups and coffee station
- Ensure sufficient stock of beans, milk and consumables
- Clean and prepare workstations

2.5 Opening Duties (Cold Beverage Station)

- Set up smoothie and juice station prior to service
- Prepare and stock ingredients including fruit, ice, milk and syrups
- Ensure blenders, utensils and containers are clean and ready for use
- Check equipment functionality prior to service
- Ensure adequate stock of cups, lids, straws and takeaway packaging

2.5 Service Duties

- Receive and process coffee orders and smoothies, cold beverages and juices efficiently during peak periods

- Communicate clearly with front-of-house staff regarding orders
- Maintain workflow to minimise wait times
- Prioritise orders during high-volume periods

2.6 Cleaning & Maintenance (Coffee Machine)

- Clean coffee machine group heads, steam wands and drip trays regularly
- Backflush coffee machine at required intervals
- Clean grinders, benches and surrounding areas
- Maintain cleanliness of barista station at all times

2.7 Cleaning & Maintenance (Cold Beverage Equipment)

- Clean blenders, jugs and utensils after each use where required
- Rinse and sanitise equipment regularly during service
- Maintain cleanliness of smoothie/juice preparation area
- Dispose of food waste appropriately
- Clean and sanitise all equipment at end of shift
- Disassemble and clean blender components thoroughly during closing

2.8 Closing Duties (Coffee Machine)

- Backflush and clean coffee machine thoroughly
- Clean grinders and empty hoppers if required
- Dispose of milk and clean milk jugs
- Restock coffee station for next shift
- Turn off equipment as per procedures

2.9 Closing Duties (Cold Beverage Station)

- Empty and clean equipment including blenders and containers
- Dispose of unused ingredients in accordance with food safety guidelines
- Clean benches, splash areas and surrounding floors
- Restock station for next shift where required
- Ensure all equipment is turned off and stored safely.

2.10 Stock Control and Stocktake Support

- Assist in monthly stocktakes including counting of beverages, milk, syrups, coffee beans and consumables as well as some food items.
- Record stock levels accurately as directed by Supervisor
- Monitor daily usage of coffee, milk and beverage ingredients
- Notify Supervisor of low stock levels or discrepancies
- Ensure correct stock rotation (FIFO) for all beverage-related items
- Maintain organised and clearly labelled storage areas

2.11 General Duties

- Assist with customer service and POS when required
- Follow food safety and hygiene procedures
- Support team members during busy periods

2.12 Other Duties

- Other duties may be allocated by the Service Unit Manager, Leisure and Aquatics or Coordinator Administration and Customer Service. These will be in accordance with the

employee's range of skills, competence, training and/or experience or be part of a training/development plan.

3. KEY CORPORATE RESPONSIBILITIES

3.1 Council's Vision and Core Values

Uphold and promote Council's Vision for making North Sydney a more satisfying place for people. Behave in a manner consistent with Council's Core Values:

- Provision of services to the community through co-operation and understanding.
- Responsive government based on open government and community participation.
- Honesty and integrity in all we do.
- Fairness and equity.
- Innovation and excellence.
- Responsive and responsible regulation.

3.2 Best Value and Continuous Improvement

Provide best value to the community by applying a continuous improvement philosophy. Identify ineffective and/or inefficient processes and recommend improvements. Capitalise on changes so as to increase effectiveness and efficiency. Undertake to learn from the workplace experience. Participate in learning and development activities as/when appropriate and then apply the learned skills/knowledge on the job. Identify and report to management any obligations, risks and opportunities facing Council.

3.3 Council's Policies and Procedures

Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

3.4 Customer Service

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers.

3.5 Organisational Sustainability

Consider sustainability - economic, environmental, social and governance factors - in all activities and decision making in accordance with Council's Organisational Sustainability Policy and procedures.

3.6 Community Engagement

Comply with legislative requirements and Council's Community Engagement Policy and related procedures regarding the identification and implementation of consultation opportunities to ensure that stakeholders are consulted on matters of relevance to them. Ensure Council's Core Value of open government and community participation is upheld.

3.7 Record Keeping

Undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions.

3.8 Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.

3.9 Ethical Conduct

Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration, and serious and substantial waste.

3.10 Work Health and Safety

Observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Work Health and Safety.

Take appropriate action to ensure a safe and healthy working environment for self and others. In particular:

- participate in the identification and control of WHS risks in the workplace.
- support work colleagues when they return to work following injury/illness and co-operate with management in relation to changes which may need to be made in accordance with the Return-to-Work/Injury Management Plan.
- if injured, co-operate with management in developing/implementing the Return-to-Work/Injury Management Plans.

3.11 Statutory Obligations

Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

3.12 Teamwork

Support and promote teamwork through:

- co-operation.
- communication.
- sharing of relevant information.
- provision of responsive and accurate advice.
- maintenance of effective liaison with other employees within own team and across Council as/when appropriate.

3.13 Financial Management

- Provide input into budget/operating plan and recommend objectives, in the area of responsibility, for inclusion in the Division's overall budget/operating plan and Management Plan.

- Manage financial performance against the budget/operating plan and act appropriately upon trends and variances in a timely manner to ensure the effective and efficient achievement of all budget and plan objectives.

3.14 Child Safe

Council fully supports the aims and objectives of Children’s Guardian Act 2019 and associated provisions and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

4. CONTACTS ARISING FROM THE POSITION

Reports to: F&B Supervisor

Supervises: Directly: NA
Indirectly: NA

5. SELECTION CRITERIA

Essential

- Demonstrated experience preparing coffee in a café environment
- Demonstrated experience in a fast-paced customer service environment with a passion and commitment to providing efficient, friendly and welcoming service standards.
- Strong customer service skills
- Demonstrated ability to work independently and with minimal supervision.
- Be able to satisfy the requirements of the Child Protection (Working with Children) Act 2012 and Child Protection (Working with Children) Regulations 2013 and provide a current NSW Working with Children Check clearance; and adhere to Workplace Health and Safety requirements.
- National Criminal Records Check clearance.

Desirable

- Formal barista training
- Experience working with POS systems
- Experience working within a high-volume or multi-outlet hospitality venue.
- Flexible to work across a seven (7) day week operation with morning shifts starting from 6:00am and closing shifts finishing at 8:00pm.
- Experience and knowledge of Local Government practices, regulations, and policies.

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee’s Name (printed)

Employee’s Signature Date