



POSITION DESCRIPTION

Title	Food and Beverage Cook – 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 & F&B Head Cook
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 Cook is responsible for preparing and producing food items for the Café and Gelato Bar at North Sydney Olympic Pool in accordance with recipes, food safety requirements and quality standards.

2. KEY OPERATIONAL RESPONSIBILITIES

2.1 Food Preparation

- Prepare ingredients including chopping, slicing, portioning and marinating
- Cook menu items using grills, fryers, ovens and other equipment
- Follow recipes and portion control guidelines
- Plate food to required presentation standards

2.2 Service Duties

- Manage cooking stations during service periods
- Coordinate timing of orders to ensure efficient service
- Communicate with front-of-house staff regarding delays or issues
- Maintain quality and consistency during high-volume service

2.3 Opening Duties

- Set up kitchen stations and equipment
- Prepare mise en place for service
- Check stock levels and prepare ingredients
- Ensure kitchen is clean and ready for operation

2.4 Cleaning & Hygiene

- Clean benches, equipment and cooking surfaces continuously
- Maintain cleanliness of fridges, storage areas and floors
- Dispose of waste appropriately
- Follow HACCP and food safety procedures

2.5 Stock & Deliveries

- Assist with receiving deliveries and checking stock
- Store food items correctly and label appropriately
- Rotate stock using FIFO principles

2.6 Closing Duties

- Clean all kitchen equipment and surfaces
- Shut down kitchen equipment safely
- Store food items correctly
- Complete cleaning schedules and checklists

2.7 General Duties

- Assist Head Cook with food preparation as required
- Support kitchen hand tasks where needed
- Assist with customer service and POS when required
- Support team members during busy periods
- Follow all WHS procedures

2.8 Customer Service Function

- Deliver high-quality customer service by ensuring food is prepared and presented to established standards, supporting a positive dining experience for all customers.
- Receive and respond to objective customer feedback and complaints relating to food quality in a professional, courteous, and solutions-focused manner, escalating issues where required.

2.9 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 Head Cook and F&B Supervisor

Supervises: Directly: NA
Indirectly: NA

5. SELECTION CRITERIA**Essential**

- Demonstrated experience in a commercial kitchen environment
- Knowledge of food preparation and cooking techniques
- Understanding of food safety and kitchen hygiene practices
- Ability to work efficiently during high volume service periods
- Demonstrated experience in a fast-paced customer service environment with a passion and commitment to providing friendly and welcoming service standards.
- 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

- Certificate III in Commercial Cookery or equivalent qualification
- Experience in café or fast-casual hospitality environments.
- Flexible to work across a seven (7) day week operation with morning shifts starting from 6:00am and closing shifts finishing at 8:00pm.

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