

CASUAL FUNCTIONS AND CATERING OFFICER

POSITION DESCRIPTION

Position Title	Casual Functions and Catering Officer
Directorate	Community Services
Department	Civic Venues
Position No.	67,634.00 | 67,636.00
Classification	Level One (1)
Awards Stream	Queensland Local Government Industry (Stream B) Award - State 2017
Reports To	Program Leader – Civic Venues
Last Review Date	November 2025

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Civic Venues Department ensures an integrated approach to internal organisational services across the organisation. The Department is responsible for leading and delivering the creation of value from the community facilities that Council operates directly itself, those it leases to commercial operators and those it makes available to community organisations by way of leases or other tenures, across the Isaac Region. Its purpose is to drive the best long-term performance, community service and value from the Region's 8 Aquatic Facilities, 18 Halls/Centres, and portfolio of properties including Child Care Facilities which are leased to Community organisations. The Community Services Noble Purpose of Building Communities through engagement, trust, innovation and value drives the Department's purpose towards the realisation of the Isaac Vision.

The Department actively manages and facilitates continuous performance improvement and reporting from these facilities and develops strategies for the ongoing sustainability of an optimum portfolio of Civic Venues.

POSITION SUMMARY:

The Casual Functions and Catering Officer is a valued team member has a responsibility to provide efficient and effective support to the whole team, ensuring success both operationally and financially whilst upholding a level of excellence in customer service.

One of the objectives of the current change across the Community Services Directorate is to drive a more effective and accountable culture at a fundamental level in each of the five new departments. The role must function with transparency and utmost integrity within the community and organisation and live both the corporate and Community Services values.

DUTIES:

1. Provide high quality hospitality services to Council's Civic Venues, including the following:
    a) Set up and clean up for events and functions in an efficient manner.
    b) General cleaning including but not limited to; cleaning kitchen, washing dishes, bathrooms, halls, vacuuming, dusting, mopping, etc, as required for daily operations.
    c) Basic kitchen duties including food preparation
2. Provide a high level of service for programs, events and functions.
3. Be reasonably flexible in providing assistance at other facilities.
4. Undertake occasional customer service support as required.
5. Ensuring safe handling and storage of chemicals and cleaning equipment is maintained at all times.
6. Workplace health and safety accountability.
7. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities.
8. Self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities.
9. Undertake any other duties as reasonably directed within the limits of the employee's skills, competence and training.

KEY COMPETENCIES:

Essential Knowledge and Skills

1. Demonstrated experience in events and function service is highly regarded.
2. High level of customer service, including teamwork, is required.
3. A comprehensive understanding of chemical safe handling and cleaning equipment usage is required.
4. Strong work ethic and a commitment to quality standards are required.
5. Ability to work flexible hours is required, including early mornings, late evenings and weekends.

Experience

1. Demonstrated experience in cleaning service is required.
2. Demonstrated customer service experience is required.

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Qualifications

Mandatory – this role requires the possession of:

1. Valid Driver Licence.

Desirable

1. Responsible Service of Alcohol certificate is desirable.
2. Food Handlers Certificate is desirable.
3. First aid certificate or the ability to obtain is desirable.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		

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