

# Food and Beverage Attendant

## Position Description



<b>Position</b>	<b>Food and Beverage Attendant (Common Rooms)</b>
<b>Reporting to</b>	Venue Operations Manager
<b>Direct Reports</b>	N/A
<b>Position type</b>	Casual
<b>Salary</b>	MA000009: Hospitality Industry (General) Award Level 2 - \$27.15 p/h plus penalty rates + 10% superannuation as of May 2022
<b>Benefits include</b>	<ul style="list-style-type: none"><li>– Employee Assistance Program</li><li>– Varied events program, no two shifts are the same!</li><li>– Festival Staff Pass to use at the hub during Melbourne Fringe Festival</li><li>– Complimentary Tickets to Fringe Common Rooms events</li><li>– 40% staff discount at the Fringe Common Rooms bar.</li></ul>

## 1 ROLE SUMMARY

Food and beverage attendants play a key role in the successful delivery of the Fringe Common Rooms year-round program, the delivery of bar service for the Melbourne Fringe Festival Hub and Melbourne Comedy Festival at Trades Hall and any additional Trades Hall events and functions that require bar service.

Fringe Common Rooms' year-round program includes a variety of events such as fast paced, high volume DJ nights and arty parties, private functions and independent arts events. Most events will take place Thursday to Saturday nights each week, with occasional mid-week or daytime shifts available. Regular duties of this role include setting up the venue and bar, welcoming audiences, delivering event bar service and post event cleaning and pack-down.

Fringe Common Rooms bar staff are hospitality professionals, confident in delivering fast paced bar service. Excellent customer service skills and ability to work well under pressure are must haves. Fringe Common Rooms operates with a 3am license so this role is best suited to someone able to work late nights.

## 2 EQUITY STATEMENT

Melbourne Fringe conducts the majority of our work on the lands of the Wurundjeri and Boon Wurrung peoples of the Kulin Nation. We pay our respect to the Elders of these traditional lands, and to all Aboriginal and Torres Strait Islander People. We acknowledge that there is a deep and rich history of storytelling and culture that has been occurring on these unceded lands for many thousands of years.

Melbourne Fringe has a deep commitment to cultural equity, and we strongly encourage applications from people who identify as First Nations, Deaf & disabled, people of colour, transgender and gender-diverse, and women. We work hard to embed equity throughout our organisation, and we strive to create safe and flexible working environments for our team. We have a reputation as a caring, safe, energetic, fast paced workplace that values our people, their mental health and what they have for lunch as key priorities.

We consider reasonable adjustments for qualified applicants with disability. If you have any questions about the accessibility of Melbourne Fringe please get in touch with **Carly Findlay**, Access & Inclusion Coordinator, on (03) 9660 9600 or [carly@melbournefringe.com.au](mailto:carly@melbournefringe.com.au).

### 3 KEY RESPONSIBILITIES

- Responsibly serve alcohol in a professional manner to customers.
- Complete bar opening and venue set up to the specifications of each event as directed by the Duty Manager.
- Close, clean and reset the venue after each event.
- Delivery of excellent customer service.
- Welcoming audiences and clearing the room after events.
- Perform basic front of house duties such as check in late comers to events through the box office and assist the box office before the event if need be.
- Be able to assist the event hirer/production during the event.
- Assisting in the set up and delivery of pop-up bars around Trades Hall during festival periods and for Trades Hall managed functions.

#### General

- Conduct work according to Fringe's guiding principles of artists first, creativity, human rights, intersectionality, playfulness, risk-taking, self-determination and universal access
- Actively contribute to a safe cultural environment for all Melbourne Fringe staff, artists, volunteers, interns and other stakeholders
- Demonstrate a commitment to continual improvement and high levels of customer service
- Other duties as directed by the Venue Operations Manager

### 4 CORE COMPETENCIES

To succeed in this role, candidates will need to meet these core competencies:

- Passion for the work of Melbourne Fringe and a commitment to cultural equity
- Basic drink making and serving skills
- Professional customer service
- Ability to work in a busy environment during peak service and be able to self-direct during quiet periods of each event
- Good attitude and able to adapt to working different styles of events
- Resilience and ability to work effectively under pressure
- A sense of humour

#### Inherent Physical Requirements

The physical requirements of your position are consistent with those of a bartender in a major arts organisation. You agree to advise the company of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position. Melbourne Fringe encourages you to advise us of any access needs (pre-existing or any that may arise) that may have impact on your work. We are committed to ensuring access requirements are met.

## **COVID-19 Statement**

Melbourne Fringe is operating under a COVID Safe plan to ensure the safety of our workers. The organisation has a policy that requires its workers to be vaccinated against COVID-19 in certain circumstances, including when it is a legal requirement, required by a third party, or when it is determined to be a reasonable requirement for the health and safety of workers and visitors. Currently it is a legal requirement for workers to be vaccinated before attending the office.

The organisation is currently working remotely two days per week, with three days conducted in-person at our offices at Trades Hall. On remote working days staff may choose to work from the office or another location, but all meetings will be conducted via Zoom or Microsoft Teams. A stable internet connection with speeds suitable for video calls is essential if working from home.

## **About Role Statements**

As Melbourne Fringe evolves to meet the changing needs of the Festival environment, the roles required of all its staff will evolve. As such, staff should be aware that this document is not intended to represent the role that the incumbent will perform in perpetuity. This role statement is intended to provide an overall view of the role as at the date of this statement.

## **5 APPLICATION PROCESS**

We get it – no-one likes responding to key selection criteria. So, we won't make you! To apply for this role, fill out this application form - <https://form.jotform.com/221232233293849> explaining who you are, why you want to work at Melbourne Fringe and what makes you the best candidate for the role. Then attach your CV at the end and hit submit. Applications will continue to be assessed on a rolling basis, so please don't wait for a deadline to apply.

If your application is successful, you will be invited to attend a paid trial shift to see you in action and decide if Fringe Common Rooms is a good fit for you. Please let us know if you have any accessibility requirements for the trial shift.

If you have any questions about this role, please contact the Venue Operations Manager, Abbie Potter on [abbie@melbournefringe.com.au](mailto:abbie@melbournefringe.com.au) or by calling (03) 9660 9600.

# ABOUT MELBOURNE FRINGE

Melbourne Fringe democratises the arts. Our vision is cultural democracy – empowering anyone to realise their right to creative expression. We support the development and presentation of artworks by, with and for Melbourne’s people, running the annual Melbourne Fringe Festival, the year-round venue Common Rooms at Trades Hall, and a range of arts sector leadership programs. We believe that access to the arts and creative expression are fundamental rights of our citizenship and vital to a creative, cohesive, optimistic and empathetic society.

Since 1982, we have committed to open access platforms at the heart of our work, celebrating freedom of artistic expression and independence. By creating a safe space for the unsafe, we encourage risk-taking by artists and audiences, and we embrace risk ourselves by relinquishing curatorial control because we are made – wholly and joyfully and completely – by our participants.

We amplify voices from the margins and remove barriers to access and inclusion, maximising diversity and enabling participation regardless of experience, age, gender, race, sexuality, culture or ability. We particularly prioritise First Nations peoples and cultures, respectfully continuing a tradition of storytelling on these lands that has been central to culture since the beginning of time.

Our commitment to civic participation sees our work explore the intersection between art and citizenship by producing bold new public artworks that enable the active participation of non-artists. Our venue is a cultural enterprise, providing a year-round home for our activities and for our community to come together. Our sector development programs ensure the arts ecology is supported as we develop artists’ skills and lead cultural conversations.

## GOALS

From 2021-2025, our organisation will drive change through the following **five goals**:

- 1: **Democratise** artistic participation
- 2: **Provoke** social change
- 3: **Inspire** artistic risk-taking
- 4: **Strengthen** Melbourne’s independent arts community
- 5: **Sustain** our artists, our organisation and our planet