



Role type

Casual



Remuneration

HOS Wage Level 2



Location

Stanley Place, South Brisbane



Contact

Carly Kelk and Abbie Kassing,
Team Leaders, Library Café,
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Closing date

16 June 2024

Job reference: QLD/SLQ453859

Working relationships

Reports to: Team Leaders, Library Cafe
Direct reports: Nil, Team size: 12

Portfolio: Experience

Branch/team: Visitor Experience,
Library Cafe

About the Library Café team

The Library Café is currently operated by State Library of Queensland. It is a busy fast paced venue serving a range of prepared goods. The Library Café also has responsibility for The Brink café located at the Edge.

Role description

HOS2, Library Café Attendant

About you

As a member of our Library Café team, you will work under the direction of your people leader and collaboratively with colleagues in delivering a professional and responsive visitor experience.

A key focus of this role will be delivering high quality food and beverage service.

What you will do

Your key responsibilities will be:

- Providing exceptional customer service by warmly greeting customers, taking orders with accuracy, and addressing inquiries or concerns in a friendly and professional manner.
- Preparing and serving a variety of beverages and simple food items, ensuring quality and adherence to health and safety standards. This includes undertaking barista duties.
- Operating cash register, handling financial transactions efficiently, processing credit/debit card payments accurately and processing end of day reporting and balancing as outlined in State Library policies and procedures.
- Monitoring inventory levels, receiving and storing deliveries, restocking and rotation of stock as required.
- Maintaining a clean and inviting cafe environment by regularly cleaning and sanitising surfaces, restocking supplies, and ensuring the overall cleanliness of the spaces.
- Contributing to a positive and safe work environment by modelling conduct that is culturally capable, inclusive, respectful, and ethical.

Your core competencies

This role has been identified as **Individual Contributor**. The core competency requirements of this role are:

Drives accountability and outcomes

Contributes to the development of team objectives and recognises own role in achieving results.

Fosters healthy and inclusive workplaces

Demonstrates personal responsibility for the health, safety and wellbeing of self and others.

Makes insightful decisions

Demonstrates courage in making decisions, even when under pressure.

Builds enduring relationships

Communicates in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders.

Pursues continuous growth

Actively seeks feedback and modifies approach to enhance own effectiveness.

To find out more about the leadership stream and corresponding capabilities required for this role, please refer to the [Leadership Competencies for Queensland](#).

Role requirements

Qualifications Technical/educational

There are no mandatory qualifications for this role.

Operational experience

Demonstrated high level experience in hospitality or customer service roles will be highly regarded.

Other

You will be required to work hours outside the normal work hours.

A corporate wardrobe is provided and must be worn as part of this role

About State Library of Queensland

State Library of Queensland's vision is to be a library of influence, inspiring and connecting people through knowledge, storytelling and creativity. State Library collects and preserves Queensland's cultural and documentary memory, providing free access to information, fostering knowledge and learning. We partner with local government to realise the potential of a state-wide network of more than 320 public libraries and Indigenous Knowledge Centres. Enduring values underpin every aspect of State Library's work. Access to collections is free and equitable. Diversity is celebrated. First Nations peoples and their knowledge, strength and resilience are centred. Our workplace is safe and purposeful.

Additional information

- You will be required to work hours outside the normal work hours.
- A probationary period of three months may apply to you
- For some positions, travel and overnight absences are part of the role. For other positions, travel and overnight absences may be required from time to time
- A corporate wardrobe is provided and must be worn as part of the role
- Some roles may be required to undertake physical moving, bending, standing and lifting of materials that weigh up to 15kgs.
- If successful and you are or have been a public sector employee, you must disclose previous serious disciplinary action taken against you. Further information and a declaration form are provided at forgov.qld.gov.au
- A criminal history check will be completed for potential employees
- A working with children/Blue Card check must be successfully completed for applicants recommended for positions identified as having child-related duties
- If successful, you must declare if been engaged as a lobbyist in the previous 2 years and supply a statement of your employment
- To be appointed to a position, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. If appointed, you must notify your People Leader if your right to work in Australia ceases
- Applicants who have accepted a voluntary medical or early retirement, redundancy or retrenchment from the Queensland Government are required to state this in their application
- Applications will remain current for up to 12 months from closing date and may be considered for identical or similar vacancies
- The Queensland Government has a commitment to union membership. Employees are encouraged to join and maintain financial membership of an organisation that has the right to represent their industrial interests.

Why work with us?

We encourage and welcome applications from people with disability, First Nations peoples, those from the LGBTIQA+ community, people from culturally and linguistically diverse backgrounds, those in the veteran community and mature age people.

Find out more about working at State Library by visiting us at slq.qld.gov.au/about/jobs-and-employment.

How to apply

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- Your current resume, including two recent referees with a thorough knowledge of your work performance and conduct within the previous two years
- Shortlisting and selection will be based on your current resume, interview and practical assessment (coffee making)

We understand that some people may need reasonable adjustments (e.g. wheelchair access, interpreting services, additional time) to participate in this recruitment process and/ or our workplace and work practices. You are encouraged to reach out to the contact person to discuss any support you need.

Interested? Contact Carly Kelk and Abbie Kassing by email at LibraryCafe@slq.qld.gov.au or telephone (07) 3840 7546 to discuss the application process.