



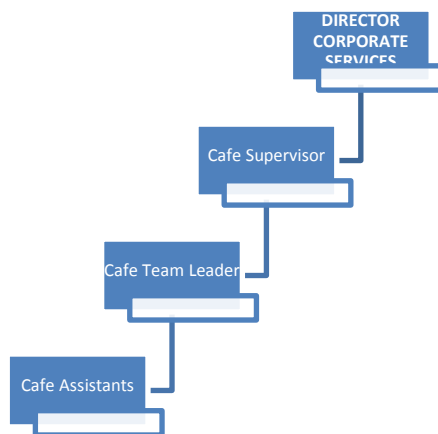
# JOB DESCRIPTION

Airport Authority Cook Islands



<b>JOB TITLE:</b>	<b>PART TIME CAFÉ ASSISTANT OR CATERING ASSISTANT</b>
<b>WORK UNIT:</b>	CORPORATE SERVICES
<b>SALARY SIZE: 203</b>	<b>BAND: C GRADE: 7 \$23,134.00</b>
<b>RESPONSIBLE TO:</b>	DIRECTOR CORPORATE SERVICES
<b>RESPONSIBLE FOR:</b>	N/A
<b>JOB PURPOSE:</b>	<p><b>This job exists to:</b></p> <ul style="list-style-type: none"><li>• Prepare food and hot drinks to specified guidelines and ensure the airport café delivers the highest standards of food safety, with great customer service. Reduce wastage through good kitchen practices and hygiene.</li></ul>
<b>DATE APPROVED:</b>	May 2023

## ORGANISATIONAL CONTEXT:



**FUNCTIONAL RELATIONSHIPS:****EXTERNAL CONTACTS****NATURE OF CONTACT**

- *Travelling passengers, members of the public, airlines, suppliers,*

*Courtesy, serving, giving and receiving information, explaining things to people, clarifying needs.*

**INTERNAL CONTACTS****NATURE OF CONTACT**

- *Director Corporate Services*
  - *Commercial Manager*

*Courtesy, giving and receiving information, explaining things and, clarifying needs.*

- *Terminal Staff*

*Courtesy, giving and receiving information, explaining things and clarifying needs and abiding with operational requirements.*

**AUTHORITY:**

<b>Financial</b>	NO
<b>Staff</b>	NO
<b>Contractual</b>	NO

**KEY RESULT AREAS:**

<b>JOB HOLDER IS ACCOUNTABLE FOR</b>	<b>JOB HOLDER IS SUCCESSFUL WHEN</b>
<b>KRA 1. FOOD &amp; DRINKS</b>	
1. Make all food and drinks to the prescribed recipe specifications	1. Food and drinks are served recognising every ingredient and allergens related to those ingredients.
2. Service of hot and cold beverages, sandwiches, cakes and other food items	1. Beverages and Food served ensuring customers satisfaction of service
3. Complete a variety of differing food options and dietary requirements to increase customer choice	1. Variety of differing food options are on display and on hand for customers to choose from
<b>KRA 2. FOOD STANDARDS &amp; ORDERS</b>	
1. Having an awareness of short dated food stock are kept to bare minimum	2. Reducing wastage of this stock through actively preparing food options to include this stock.
3. Ensuring all products are stock rotated, well displayed and organised to maximise sales and minimise wastage	4. Products are rotated and well displayed for sale
5. Complete regular checks and audits guaranteeing that food safety standards are met.	1. Checks are completed and recorded.
6. Checking deliveries when receiving goods,	2. Establish any discrepancies so they can be quickly rectified
<b>KRA 3: CAFÉ AREA WORK PLACE</b>	
1. Café work area is clean, tidy and free of hazards, reporting any incidents that may jeopardise own safety or that of others	1. Checklist of keeping work area clean, tidy and free of hazards.
<b>KRA 4. TRAINING &amp; WORK HOURS</b>	
1. Undertake and complete training that is required for upskilling/ self-development and new staff including food safety	2. Successfully complete training including carrying out training for new staff and food safety.
2. All international flights are covered with the operation of the café through shift work	3. Shift hours are covered and café is operational.
<b>KRA 5. PERFORMANCE DEVELOPMENT PLAN</b>	
1. Ensuring the completion of PDP according to requirements – Planning stage, Mid-cycle stage and Final Review and sent as required to your Director Corporate services.	1. PDP successfully completed in a timely manner and sent to Director Corporate Services and onwards to HR.
<b>KRA 6. OTHERS</b>	
1. Carry out any other legal duties requested by the Director Corporate Services.	Duties are successfully carried out.

<b>JOB HOLDER IS ACCOUNTABLE FOR</b>	<b>JOB HOLDER IS SUCCESSFUL WHEN</b>
<b>NOTE:</b> The above performance standards are provided as a guide only. The precise performance measures for this position will further discussion between the job-holder and manager as part of the performance development process.	

### **WORK COMPLEXITY:**

#### **Most challenging duties typically undertaken:**

1. Understand the operations of hot beverage machines
2. Keeping the café area clean and hygienic
3. Be aware of safety procedures when working in the café area and the terminal as a whole.
4. Keeping Good customer service
5. Adhere to Airside Rules at ALL times.
6. Ensuring food and beverage stock are kept to required standard

### **PERSON SPECIFICATION:**

#### **PERSONAL**

<b>AGE</b> Must be 18 years and over. Good Physical fitness and health.	<b>APPEARANCE</b> Neat and tidy appearance. Good communicational skills. Friendly with positive outlook
<b>DRIVERS LICENCE</b> Holder of Drivers Licence Class A,B,	<b>MEDICAL &amp; PHYSICAL FITNESS</b> Physically and medically fit.

#### **QUALIFICATIONS – EDUCATION**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ol style="list-style-type: none"> <li>1. Completed Level 2 NCEA Certificate.</li> <li>2. Completed Barista training</li> </ol>	Experienced barista

#### **KNOWLEDGE/EXPERIENCE**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ol style="list-style-type: none"> <li>1. 2 years experience working in a café</li> <li>2. Experience as barista</li> </ol>	

### **KEY SKILLS/ATTRIBUTES/JOB SPECIFIC COMPETENCIES**

The following levels would typically be expected for the 100% fully effective level:

<b>EXPERT LEVEL</b>	Good understanding with all applications of the skill/knowledge in the electrical field environment.
<b>ADVANCED LEVEL</b>	Thorough understanding of skills/knowledge area/able to pass on skills in this area/recognised by colleagues as having proven skill/knowledge in this area.
<b>WORKING KNOWLEDGE</b>	Sufficient skill to apply in a day to day operations in a fluctuation environment/does not require supervision for routine tasks.
<b>AWARENESS</b>	Limited understanding of skill/knowledge area. Sufficient in order to perform basic task

### **KEY BEHAVIOURS:**

All employees are measured against the following Key Behaviours as part of Performance Development:

1. Commitment/Personal Accountability
2. Professional/Technical Expertise
3. Teamwork
4. Customer Focus
5. Effective Communications and Relationships

### **PERSONAL ATTRIBUTES:**

1. Physically and medically fit.
2. Ability to think on and off your feet
3. Ability to sum up the situation and make decisions quickly if required
4. Ability for cooperation with other staffs. Physically fit and strong
5. Leadership skills
6. Resilience
7. Ability to sum up the situation, make decisions and implement.

### **CHANGE TO JOB DESCRIPTION:**

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This job description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

### **APPROVED:**

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**FLORENCE EPATI**  
**Director Corporate Services**

\_\_\_\_\_  
May 2022  
**Date:**